



**CITY OF TULSA**  
**SECOND YEAR ANNUAL ACTION PLAN**  
**2021-2022**





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## **Certifications**

## **CDBG Certifications**

**Application for Federal Assistance SF-424**

* 1. Type of Submission: <input type="checkbox"/> Preapplication <input checked="" type="checkbox"/> Application <input type="checkbox"/> Changed/Corrected Application	* 2. Type of Application: <input checked="" type="checkbox"/> New <input type="checkbox"/> Continuation <input type="checkbox"/> Revision	* If Revision, select appropriate letter(s): <input type="text"/> * Other (Specify): <input type="text"/>
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* 3. Date Received: <input type="text"/>	4. Applicant Identifier: <input type="text"/>
---------------------------------------------	--------------------------------------------------

5a. Federal Entity Identifier: <input type="text"/>	5b. Federal Award Identifier: B-21-MC-40-0004
--------------------------------------------------------	--------------------------------------------------

**State Use Only:**

6. Date Received by State: <input type="text"/>	7. State Application Identifier: <input type="text"/>
-------------------------------------------------	-------------------------------------------------------

**8. APPLICANT INFORMATION:**

* a. Legal Name: <input type="text" value="City of Tulsa"/>		
* b. Employer/Taxpayer Identification Number (EIN/TIN): <input type="text" value="73-6005470"/>	* c. Organizational DUNS: <input type="text" value="0786622510000"/>	

**d. Address:**

* Street1:	<input type="text" value="175 E 2nd Street"/>
Street2:	<input type="text"/>
* City:	<input type="text" value="Tulsa"/>
County/Parish:	<input type="text"/>
* State:	<input type="text" value="OK: Oklahoma"/>
Province:	<input type="text"/>
* Country:	<input type="text" value="USA: UNITED STATES"/>
* Zip / Postal Code:	<input type="text" value="74103-3201"/>

**e. Organizational Unit:**

Department Name: <input type="text" value="Finance"/>	Division Name: <input type="text" value="Grants Administration"/>
----------------------------------------------------------	----------------------------------------------------------------------

**f. Name and contact information of person to be contacted on matters involving this application:**

Prefix: <input type="text" value="Mr."/>	* First Name: <input type="text" value="Gary"/>
Middle Name: <input type="text"/>	
* Last Name: <input type="text" value="Hamer"/>	
Suffix: <input type="text"/>	

Title:

Organizational Affiliation:

\* Telephone Number:  Fax Number:

\* Email:

**Application for Federal Assistance SF-424**

**\* 9. Type of Applicant 1: Select Applicant Type:**

C: City or Township Government

Type of Applicant 2: Select Applicant Type:

Type of Applicant 3: Select Applicant Type:

\* Other (specify):

**\* 10. Name of Federal Agency:**

US Department of Housing and Urban Development

**11. Catalog of Federal Domestic Assistance Number:**

14.218

CFDA Title:

Community Development Block Grant

**\* 12. Funding Opportunity Number:**

N/A

\* Title:

N/A

**13. Competition Identification Number:**

N/A

Title:

N/A

**14. Areas Affected by Project (Cities, Counties, States, etc.):**

Add Attachment

Delete Attachment

View Attachment

**\* 15. Descriptive Title of Applicant's Project:**

City of Tulsa 2021 Annual Action Plan

Attach supporting documents as specified in agency instructions.

Add Attachments

Delete Attachments

View Attachments

**Application for Federal Assistance SF-424**

**16. Congressional Districts Of:**  
\* a. Applicant  \* b. Program/Project

Attach an additional list of Program/Project Congressional Districts if needed.

**17. Proposed Project:**  
\* a. Start Date:  \* b. End Date:

**18. Estimated Funding (\$):**

* a. Federal	<input type="text" value="3,605,836.00"/>
* b. Applicant	<input type="text"/>
* c. State	<input type="text"/>
* d. Local	<input type="text"/>
* e. Other	<input type="text" value="254,368.79"/>
* f. Program Income	<input type="text" value="1,555,493.00"/>
* g. TOTAL	<input type="text" value="5,415,697.79"/>

**\* 19. Is Application Subject to Review By State Under Executive Order 12372 Process?**

a. This application was made available to the State under the Executive Order 12372 Process for review on

b. Program is subject to E.O. 12372 but has not been selected by the State for review.

c. Program is not covered by E.O. 12372.

**\* 20. Is the Applicant Delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.)**

Yes  No

If "Yes", provide explanation and attach

**21. \*By signing this application, I certify (1) to the statements contained in the list of certifications\*\* and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances\*\* and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)**

\*\* I AGREE

\*\* The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.

**Authorized Representative:**

Prefix:  \* First Name:

Middle Name:

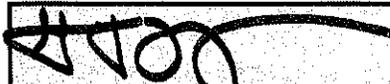
\* Last Name:

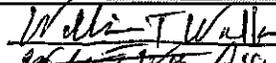
Suffix:

\* Title:

\* Telephone Number:  Fax Number:

\* Email:

\* Signature of Authorized Representative:  \* Date Signed:

Approved as to form:  William T. Walker  
Assistant City Attorney

**CERTIFICATIONS**

In accordance with the applicable statutes and the regulations governing the consolidated plan regulations, the jurisdiction certifies that:

**Affirmatively Further Fair Housing** --The jurisdiction will affirmatively further fair housing.

**Uniform Relocation Act and Anti-displacement and Relocation Plan** -- It will comply with the acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended, (42 U.S.C. 4601-4655) and implementing regulations at 49 CFR Part 24. It has in effect and is following a residential anti-displacement and relocation assistance plan required under 24 CFR Part 42 in connection with any activity assisted with funding under the Community Development Block Grant or HOME programs.

**Anti-Lobbying** --To the best of the jurisdiction's knowledge and belief:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of it, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement;
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, it will complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions; and
3. It will require that the language of paragraph 1 and 2 of this anti-lobbying certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

**Authority of Jurisdiction** --The consolidated plan is authorized under State and local law (as applicable) and the jurisdiction possesses the legal authority to carry out the programs for which it is seeking funding, in accordance with applicable HUD regulations.

**Consistency with plan** --The housing activities to be undertaken with Community Development Block Grant, HOME, Emergency Solutions Grant, and Housing Opportunities for Persons With AIDS funds are consistent with the strategic plan in the jurisdiction's consolidated plan.

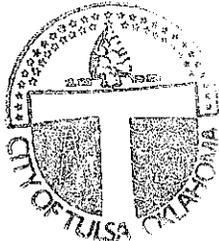
**Section 3** -- It will comply with section 3 of the Housing and Urban Development Act of 1968 (12 U.S.C. 1701u) and implementing regulations at 24 CFR Part 135.

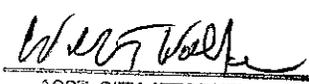
  
Signature of Authorized Official

JUN 23 2021  
Date

G. T. Bynum  
Mayor - City of Tulsa  
Title

  
ATTEST: City Clerk



APPROVED AS TO FORM:  
By:   
ASST. CITY ATTORNEY

## Specific Community Development Block Grant Certifications

The Entitlement Community certifies that:

**Citizen Participation** -- It is in full compliance and following a detailed citizen participation plan that satisfies the requirements of 24 CFR 91.105.

**Community Development Plan** -- Its consolidated plan identifies community development and housing needs and specifies both short-term and long-term community development objectives that have been developed in accordance with the primary objective of the CDBG program (i.e., the development of viable urban communities, by providing decent housing and expanding economic opportunities, primarily for persons of low and moderate income) and requirements of 24 CFR Parts 91 and 570.

**Following a Plan** -- It is following a current consolidated plan that has been approved by HUD.

**Use of Funds** -- It has complied with the following criteria:

1. Maximum Feasible Priority. With respect to activities expected to be assisted with CDBG funds, it has developed its Action Plan so as to give maximum feasible priority to activities which benefit low- and moderate-income families or aid in the prevention or elimination of slums or blight. The Action Plan may also include CDBG-assisted activities which the grantee certifies are designed to meet other community development needs having particular urgency because existing conditions pose a serious and immediate threat to the health or welfare of the community, and other financial resources are not available (see Optional CDBG Certification).

2. Overall Benefit. The aggregate use of CDBG funds, including Section 108 guaranteed loans, during program year(s) **2020, 2021, 2022** [a period specified by the grantee of one, two, or three specific consecutive program years], shall principally benefit persons of low and moderate income in a manner that ensures that at least 70 percent of the amount is expended for activities that benefit such persons during the designated period.

3. Special Assessments. It will not attempt to recover any capital costs of public improvements assisted with CDBG funds, including Section 108 loan guaranteed funds, by assessing any amount against properties owned and occupied by persons of low and moderate income, including any fee charged or assessment made as a condition of obtaining access to such public improvements.

However, if CDBG funds are used to pay the proportion of a fee or assessment that relates to the capital costs of public improvements (assisted in part with CDBG funds) financed from other revenue sources, an assessment or charge may be made against the property with respect to the public improvements financed by a source other than CDBG funds.

In addition, in the case of properties owned and occupied by moderate-income (not low-income) families, an assessment or charge may be made against the property for public improvements financed by a source other than CDBG funds if the jurisdiction certifies that it lacks CDBG funds to cover the assessment.

**Excessive Force** -- It has adopted and is enforcing:

1. A policy prohibiting the use of excessive force by law enforcement agencies within its jurisdiction against any individuals engaged in non-violent civil rights demonstrations; and
2. A policy of enforcing applicable State and local laws against physically barring entrance to or exit from a facility or location which is the subject of such non-violent civil rights demonstrations within its jurisdiction.

**Compliance with Anti-discrimination laws** -- The grant will be conducted and administered in conformity with title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) and the Fair Housing Act (42 U.S.C. 3601-3619) and implementing regulations.

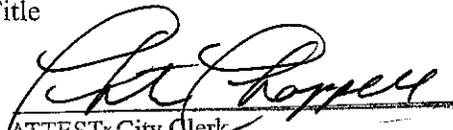
**Lead-Based Paint** -- Its activities concerning lead-based paint will comply with the requirements of 24 CFR Part 35, Subparts A, B, J, K and R.

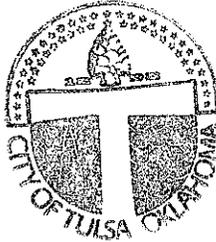
**Compliance with Laws** -- It will comply with applicable laws.

  
\_\_\_\_\_  
Signature of Authorized Official

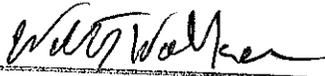
JUN 23 2021  
\_\_\_\_\_  
Date

G. T. Bynum Mayor - City of Tulsa  
\_\_\_\_\_  
Title

  
\_\_\_\_\_  
ATTEST: City Clerk



**APPROVED AS TO FORM:**

By:   
\_\_\_\_\_  
ASST. CITY ATTORNEY

### OPTIONAL Community Development Block Grant Certification

Submit the following certification only when one or more of the activities in the action plan are designed to meet other community development needs having particular urgency as specified in 24 CFR 570.208(c):

The grantee hereby certifies that the Annual Plan includes one or more specifically identified CDBG-assisted activities which are designed to meet other community development needs having particular urgency because existing conditions pose a serious and immediate threat to the health or welfare of the community and other financial resources are not available to meet such needs.

  
\_\_\_\_\_  
Signature of Authorized Official

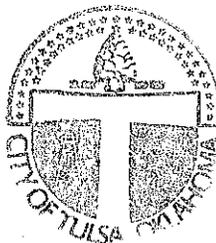
JUN 23 2021

\_\_\_\_\_  
Date

G. T. Bynum Mayor - City of Tulsa

\_\_\_\_\_  
Title

  
ATTEST: City Clerk



APPROVED AS TO FORM:

By:   
\_\_\_\_\_  
ASST. CITY ATTORNEY

## **APPENDIX TO CERTIFICATIONS**

### **INSTRUCTIONS CONCERNING LOBBYING CERTIFICATION:**

#### **Lobbying Certification**

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

## ASSURANCES - CONSTRUCTION PROGRAMS

OMB Number: 4040-0009  
Expiration Date: 02/28/2022

Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0042), Washington, DC 20503.

**PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE OFFICE OF MANAGEMENT AND BUDGET. SEND IT TO THE ADDRESS PROVIDED BY THE SPONSORING AGENCY.**

**NOTE:** Certain of these assurances may not be applicable to your project or program. If you have questions, please contact the Awarding Agency. Further, certain Federal assistance awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified.

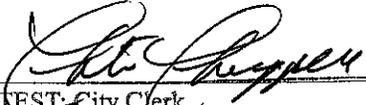
As the duly authorized representative of the applicant:, I certify that the applicant:

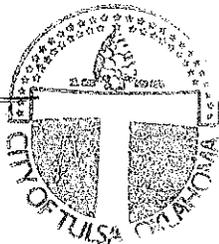
1. Has the legal authority to apply for Federal assistance, and the institutional, managerial and financial capability (including funds sufficient to pay the non-Federal share of project costs) to ensure proper planning, management and completion of project described in this application.
2. Will give the awarding agency, the Comptroller General of the United States and, if appropriate, the State, the right to examine all records, books, papers, or documents related to the assistance; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives.
3. Will not dispose of, modify the use of, or change the terms of the real property title or other interest in the site and facilities without permission and instructions from the awarding agency. Will record the Federal awarding agency directives and will include a covenant in the title of real property acquired in whole or in part with Federal assistance funds to assure non-discrimination during the useful life of the project.
4. Will comply with the requirements of the assistance awarding agency with regard to the drafting, review and approval of construction plans and specifications.
5. Will provide and maintain competent and adequate engineering supervision at the construction site to ensure that the complete work conforms with the approved plans and specifications and will furnish progressive reports and such other information as may be required by the assistance awarding agency or State.
6. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency.
7. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.
8. Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. §§4728-4763) relating to prescribed standards of merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F).
9. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures.
10. Will comply with all Federal statutes relating to non-discrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§1681 1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290 dd-3 and 290 ee 3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and (j) the requirements of any other nondiscrimination statute(s) which may apply to the application.

11. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provide for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal and federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases.
12. Will comply with the provisions of the Hatch Act (5 U.S.C. §§1501-1508 and 7324-7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.
13. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. §§276a to 276a-7), the Copeland Act (40 U.S.C. §276c and 18 U.S.C. §874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§327-333) regarding labor standards for federally-assisted construction subagreements.
14. Will comply with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is \$10,000 or more.
15. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§1451 et seq.); (f) conformity of Federal actions to State (Clean Air) implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and, (h) protection of endangered species under the Endangered Species Act of 1973, as amended (P.L. 93-205).
16. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.
17. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. §470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. §§469a-1 et seq.).
18. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations."
19. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing this program.
20. Will comply with the requirements of Section 106(g) of the Trafficking Victims Protection Act (TVPA) of 2000, as amended (22 U.S.C. 7104) which prohibits grant award recipients or a sub-recipient from (1) Engaging in severe forms of trafficking in persons during the period of time that the award is in effect (2) Procuring a commercial sex act during the period of time that the award is in effect or (3) Using forced labor in the performance of the award or subawards under the award.

SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL	TITLE
	Mayor
APPLICANT ORGANIZATION	DATE SUBMITTED
City of Tulsa	JUN 23 2021

SF-424D (Rev. 7-97) Back

ATTEST:  City Clerk



APPROVED AS TO FORM:  
By:   
ASST. CITY ATTORNEY

## HOME Certifications

**Application for Federal Assistance SF-424**

* 1. Type of Submission: <input type="checkbox"/> Preapplication <input checked="" type="checkbox"/> Application <input type="checkbox"/> Changed/Corrected Application	* 2. Type of Application: <input checked="" type="checkbox"/> New <input type="checkbox"/> Continuation <input type="checkbox"/> Revision	* If Revision, select appropriate letter(s): <input type="text"/> * Other (Specify): <input type="text"/>
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------

* 3. Date Received: <input type="text"/>	4. Applicant Identifier: <input type="text"/>
---------------------------------------------	--------------------------------------------------

5a. Federal Entity Identifier: <input type="text"/>	5b. Federal Award Identifier: M-21-MC-40-0202
--------------------------------------------------------	--------------------------------------------------

**State Use Only:**

6. Date Received by State: <input type="text"/>	7. State Application Identifier: <input type="text"/>
-------------------------------------------------	-------------------------------------------------------

**8. APPLICANT INFORMATION:**

* a. Legal Name: City of Tulsa	
* b. Employer/Taxpayer Identification Number (EIN/TIN): 73-6005470	* c. Organizational DUNS: 0786622510000

**d. Address:**

* Street1:	175 E 2nd Street
Street2:	<input type="text"/>
* City:	Tulsa
County/Parish:	<input type="text"/>
* State:	OK: Oklahoma
Province:	<input type="text"/>
* Country:	USA: UNITED STATES
* Zip / Postal Code:	74103-3201

**e. Organizational Unit:**

Department Name: Finance	Division Name: Grants Administration
-----------------------------	-----------------------------------------

**f. Name and contact information of person to be contacted on matters involving this application:**

Prefix: Mr.	* First Name: Gary
Middle Name: <input type="text"/>	
* Last Name: Hamer	
Suffix: <input type="text"/>	
Title: Grants and Capital Planning Manager	
Organizational Affiliation: <input type="text"/>	
* Telephone Number: 918-596-7573	Fax Number: <input type="text"/>
* Email: GHAMER@cityoftulsa.org	

**Application for Federal Assistance SF-424**

**\* 9. Type of Applicant 1: Select Applicant Type:**

C: City or Township Government

Type of Applicant 2: Select Applicant Type:

Type of Applicant 3: Select Applicant Type:

\* Other (specify):

**\* 10. Name of Federal Agency:**

US Department of Housing and Urban Development

**11. Catalog of Federal Domestic Assistance Number:**

14.239

CFDA Title:

HOME Investment Partnership Program

**\* 12. Funding Opportunity Number:**

N/A

\* Title:

N/A

**13. Competition Identification Number:**

N/A

Title:

N/A

**14. Areas Affected by Project (Cities, Counties, States, etc.):**

Add Attachment

Delete Attachment

View Attachment

**\* 15. Descriptive Title of Applicant's Project:**

City of Tulsa 2021 Annual Action Plan

Attach supporting documents as specified in agency instructions.

Add Attachments

Delete Attachments

View Attachments

**Application for Federal Assistance SF-424**

**16. Congressional Districts Of:**

\* a. Applicant  \* b. Program/Project

Attach an additional list of Program/Project Congressional Districts if needed.

**17. Proposed Project:**

\* a. Start Date:  \* b. End Date:

**18. Estimated Funding (\$):**

* a. Federal	1,787,319.00
* b. Applicant	
* c. State	
* d. Local	
* e. Other	759,710.07
* f. Program Income	1,160.00
* g. TOTAL	2,548,189.07

**\* 19. Is Application Subject to Review By State Under Executive Order 12372 Process?**

- a. This application was made available to the State under the Executive Order 12372 Process for review on
- b. Program is subject to E.O. 12372 but has not been selected by the State for review.
- c. Program is not covered by E.O. 12372.

**\* 20. Is the Applicant Delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.)**

Yes  No

If "Yes", provide explanation and attach

**21. \*By signing this application, I certify (1) to the statements contained in the list of certifications\*\* and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances\*\* and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)**

\*\* I AGREE

\*\* The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.

**Authorized Representative:**

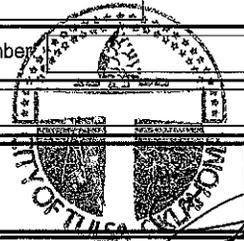
Prefix:  \* First Name:   
 Middle Name:   
 \* Last Name:   
 Suffix:

\* Title:

\* Telephone Number:  Fax Number:

\* Email:

\* Signature of Authorized Representative:  \* Date Signed:



ATTEST: City Clerk 

**CERTIFICATIONS**

In accordance with the applicable statutes and the regulations governing the consolidated plan regulations, the jurisdiction certifies that:

**Affirmatively Further Fair Housing** --The jurisdiction will affirmatively further fair housing.

**Uniform Relocation Act and Anti-displacement and Relocation Plan** -- It will comply with the acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended, (42 U.S.C. 4601-4655) and implementing regulations at 49 CFR Part 24. It has in effect and is following a residential anti-displacement and relocation assistance plan required under 24 CFR Part 42 in connection with any activity assisted with funding under the Community Development Block Grant or HOME programs.

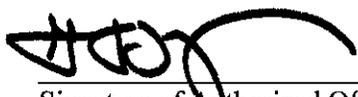
**Anti-Lobbying** --To the best of the jurisdiction's knowledge and belief:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of it, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement;
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, it will complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions; and
3. It will require that the language of paragraph 1 and 2 of this anti-lobbying certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

**Authority of Jurisdiction** --The consolidated plan is authorized under State and local law (as applicable) and the jurisdiction possesses the legal authority to carry out the programs for which it is seeking funding, in accordance with applicable HUD regulations.

**Consistency with plan** --The housing activities to be undertaken with Community Development Block Grant, HOME, Emergency Solutions Grant, and Housing Opportunities for Persons With AIDS funds are consistent with the strategic plan in the jurisdiction's consolidated plan.

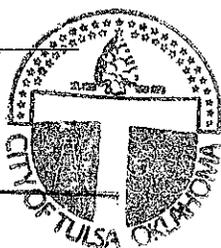
**Section 3** -- It will comply with section 3 of the Housing and Urban Development Act of 1968 (12 U.S.C. 1701u) and implementing regulations at 24 CFR Part 135.

  
\_\_\_\_\_  
Signature of Authorized Official

MAY 05 2021  
Date

Mayor - City of Tulsa  
\_\_\_\_\_  
Title

  
ATTEST: City Clerk



**Specific HOME Certifications**

The HOME participating jurisdiction certifies that:

**Tenant Based Rental Assistance** -- If it plans to provide tenant-based rental assistance, the tenant-based rental assistance is an essential element of its consolidated plan.

**Eligible Activities and Costs** -- It is using and will use HOME funds for eligible activities and costs, as described in 24 CFR §§92.205 through 92.209 and that it is not using and will not use HOME funds for prohibited activities, as described in §92.214.

**Subsidy layering** -- Before committing any funds to a project, it will evaluate the project in accordance with the guidelines that it adopts for this purpose and will not invest any more HOME funds in combination with other Federal assistance than is necessary to provide affordable housing;

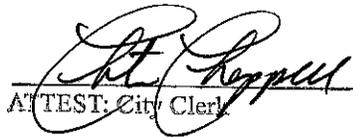


Signature of Authorized Official

MAY 05 2021  
Date

Mayor - City of Tulsa

Title

  
ATTEST: City Clerk



## ASSURANCES - CONSTRUCTION PROGRAMS

OMB Number: 4040-0009  
Expiration Date: 02/28/2022

Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0042), Washington, DC 20503.

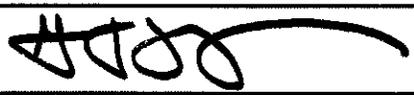
**PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE OFFICE OF MANAGEMENT AND BUDGET. SEND IT TO THE ADDRESS PROVIDED BY THE SPONSORING AGENCY.**

**NOTE:** Certain of these assurances may not be applicable to your project or program. If you have questions, please contact the Awarding Agency. Further, certain Federal assistance awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified.

As the duly authorized representative of the applicant:, I certify that the applicant:

1. Has the legal authority to apply for Federal assistance, and the institutional, managerial and financial capability (including funds sufficient to pay the non-Federal share of project costs) to ensure proper planning, management and completion of project described in this application.
2. Will give the awarding agency, the Comptroller General of the United States and, if appropriate, the State, the right to examine all records, books, papers, or documents related to the assistance; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives.
3. Will not dispose of, modify the use of, or change the terms of the real property title or other interest in the site and facilities without permission and instructions from the awarding agency. Will record the Federal awarding agency directives and will include a covenant in the title of real property acquired in whole or in part with Federal assistance funds to assure non-discrimination during the useful life of the project.
4. Will comply with the requirements of the assistance awarding agency with regard to the drafting, review and approval of construction plans and specifications.
5. Will provide and maintain competent and adequate engineering supervision at the construction site to ensure that the complete work conforms with the approved plans and specifications and will furnish progressive reports and such other information as may be required by the assistance awarding agency or State.
6. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency.
7. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.
8. Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. §§4728-4763) relating to prescribed standards of merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F).
9. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures.
10. Will comply with all Federal statutes relating to non-discrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§1681 1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290 dd-3 and 290 ee 3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and (j) the requirements of any other nondiscrimination statute(s) which may apply to the application.

11. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provide for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal and federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases.
12. Will comply with the provisions of the Hatch Act (5 U.S.C. §§1501-1508 and 7324-7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.
13. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. §§276a to 276a-7), the Copeland Act (40 U.S.C. §276c and 18 U.S.C. §874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§327-333) regarding labor standards for federally-assisted construction subagreements.
14. Will comply with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is \$10,000 or more.
15. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§1451 et seq.); (f) conformity of Federal actions to State (Clean Air) implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and, (h) protection of endangered species under the Endangered Species Act of 1973, as amended (P.L. 93-205).
16. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.
17. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. §470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. §§469a-1 et seq).
18. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations."
19. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing this program.
20. Will comply with the requirements of Section 106(g) of the Trafficking Victims Protection Act (TVPA) of 2000, as amended (22 U.S.C. 7104) which prohibits grant award recipients or a sub-recipient from (1) Engaging in severe forms of trafficking in persons during the period of time that the award is in effect (2) Procuring a commercial sex act during the period of time that the award is in effect or (3) Using forced labor in the performance of the award or subawards under the award.

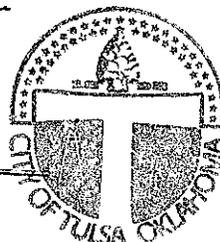
SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL	TITLE
	Mayor
APPLICANT ORGANIZATION	DATE SUBMITTED
City of Tulsa	MAY 05 2021

SF-424D (Rev. 7-97) Back

**APPROVED AS TO FORM:**

By:   
 ERIN GRAYSON  
 ASST. CITY ATTORNEY

  
 ATTEST: City Clerk



## **ESG Certifications**

**Application for Federal Assistance SF-424**

\* 1. Type of Submission:

- Preapplication  
 Application  
 Changed/Corrected Application

\* 2. Type of Application:

- New  
 Continuation  
 Revision

\* If Revision, select appropriate letter(s):

\* Other (Specify):

\* 3. Date Received:

4. Applicant Identifier:

5a. Federal Entity Identifier:

5b. Federal Award Identifier:

E-21-MC-40-0004

**State Use Only:**

6. Date Received by State:

7. State Application Identifier:

**8. APPLICANT INFORMATION:**

\* a. Legal Name: City of Tulsa

\* b. Employer/Taxpayer Identification Number (EIN/TIN):

73-6005470

\* c. Organizational DUNS:

0786622510000

**d. Address:**

\* Street1:

175 E 2nd Street

Street2:

\* City:

Tulsa

County/Parish:

\* State:

OK: Oklahoma

Province:

\* Country:

USA: UNITED STATES

\* Zip / Postal Code:

74103-3201

**e. Organizational Unit:**

Department Name:

Finance

Division Name:

Grants Administration

**f. Name and contact information of person to be contacted on matters involving this application:**

Prefix:

Mr.

\* First Name:

Gary

Middle Name:

\* Last Name:

Hamer

Suffix:

Title: Grants and Capital Planning Manager

Organizational Affiliation:

\* Telephone Number: 918-596-7573

Fax Number:

\* Email: GHAMER@cityoftulsa.org

**Application for Federal Assistance SF-424**

**\* 9. Type of Applicant 1: Select Applicant Type:**

C: City or Township Government

Type of Applicant 2: Select Applicant Type:

Type of Applicant 3: Select Applicant Type:

\* Other (specify):

**\* 10. Name of Federal Agency:**

US Department of Housing and Urban Development

**11. Catalog of Federal Domestic Assistance Number:**

14.231

CFDA Title:

Emergency Shelter Grants Program

**\* 12. Funding Opportunity Number:**

N/A

\* Title:

N/A

**13. Competition Identification Number:**

N/A

Title:

N/A

**14. Areas Affected by Project (Cities, Counties, States, etc.):**

Add Attachment

Delete Attachment

View Attachment

**\* 15. Descriptive Title of Applicant's Project:**

City of Tulsa 2021 Annual Action Plan

Attach supporting documents as specified in agency instructions.

Add Attachments

Delete Attachments

View Attachments

**Application for Federal Assistance SF-424**

**16. Congressional Districts Of:**

\* a. Applicant

\* b. Program/Project

Attach an additional list of Program/Project Congressional Districts if needed.

**17. Proposed Project:**

\* a. Start Date:

\* b. End Date:

**18. Estimated Funding (\$):**

* a. Federal	<input type="text" value="302,126.00"/>
* b. Applicant	<input type="text"/>
* c. State	<input type="text"/>
* d. Local	<input type="text"/>
* e. Other	<input type="text"/>
* f. Program Income	<input type="text"/>
* g. TOTAL	<input type="text" value="302,126.00"/>

**\* 19. Is Application Subject to Review By State Under Executive Order 12372 Process?**

- a. This application was made available to the State under the Executive Order 12372 Process for review on
- b. Program is subject to E.O. 12372 but has not been selected by the State for review.
- c. Program is not covered by E.O. 12372.

**\* 20. Is the Applicant Delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.)**

- Yes
- No

If "Yes", provide explanation and attach

**21. \*By signing this application, I certify (1) to the statements contained in the list of certifications\*\* and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances\*\* and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)**

\*\* I AGREE

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**Authorized Representative:**

Prefix:  \* First Name:

Middle Name:

\* Last Name:

Suffix:

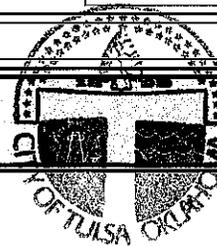
\* Title:

\* Telephone Number:  Fax Number:

\* Email:

\* Signature of Authorized Representative:

\* Date Signed:



MAY 05 2021

**CERTIFICATIONS**

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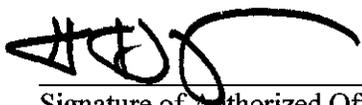
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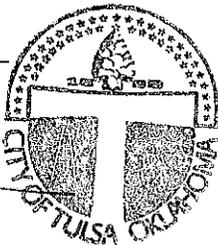
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\_\_\_\_\_  
Signature of Authorized Official

MAY 05 2021  
Date

Mayer - City of Tulsa  
\_\_\_\_\_  
Title

  
ATTEST: City Clerk



## **Emergency Solutions Grants Certifications**

The Emergency Solutions Grants Program recipient certifies that:

**Major rehabilitation/conversion/renovation** – If an emergency shelter’s rehabilitation costs exceed 75 percent of the value of the building before rehabilitation, the recipient will maintain the building as a shelter for homeless individuals and families for a minimum of 10 years after the date the building is first occupied by a homeless individual or family after the completed rehabilitation.

If the cost to convert a building into an emergency shelter exceeds 75 percent of the value of the building after conversion, the recipient will maintain the building as a shelter for homeless individuals and families for a minimum of 10 years after the date the building is first occupied by a homeless individual or family after the completed conversion.

In all other cases where ESG funds are used for renovation, the recipient will maintain the building as a shelter for homeless individuals and families for a minimum of 3 years after the date the building is first occupied by a homeless individual or family after the completed renovation.

**Essential Services and Operating Costs** – In the case of assistance involving shelter operations or essential services related to street outreach or emergency shelter, the recipient will provide services or shelter to homeless individuals and families for the period during which the ESG assistance is provided, without regard to a particular site or structure, so long the recipient serves the same type of persons (e.g., families with children, unaccompanied youth, disabled individuals, or victims of domestic violence) or persons in the same geographic area.

**Renovation** – Any renovation carried out with ESG assistance shall be sufficient to ensure that the building involved is safe and sanitary.

**Supportive Services** – The recipient will assist homeless individuals in obtaining permanent housing, appropriate supportive services (including medical and mental health treatment, victim services, counseling, supervision, and other services essential for achieving independent living), and other Federal State, local, and private assistance available for these individuals.

**Matching Funds** – The recipient will obtain matching amounts required under 24 CFR 576.201.

**Confidentiality** – The recipient has established and is implementing procedures to ensure the confidentiality of records pertaining to any individual provided family violence prevention or treatment services under any project assisted under the ESG program, including protection against the release of the address or location of any family violence shelter project, except with the written authorization of the person responsible for the operation of that shelter.

**Homeless Persons Involvement** – To the maximum extent practicable, the recipient will involve, through employment, volunteer services, or otherwise, homeless individuals and families in constructing, renovating, maintaining, and operating facilities assisted under the ESG program, in providing services assisted under the ESG program, and in providing services for occupants of facilities assisted under the program.

**Consolidated Plan** – All activities the recipient undertakes with assistance under ESG are consistent with its consolidated plan.

**Discharge Policy** – The recipient will establish and implement, to the maximum extent practicable and where appropriate, policies and protocols for the discharge of persons from publicly funded institutions or systems of care (such as health care facilities, mental health facilities, foster care or other youth facilities, or correction programs and institutions) in order to prevent this discharge from immediately resulting in homelessness for these persons.

  
\_\_\_\_\_  
Signature of Authorized Official

MAY 05 2024  
\_\_\_\_\_  
Date

Mayor - City of Tulsa  
\_\_\_\_\_  
Title

  
\_\_\_\_\_  
ATTEST: City Clerk



## ASSURANCES - CONSTRUCTION PROGRAMS

OMB Number: 4040-0009  
Expiration Date: 02/28/2022

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13. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. §§276a to 276a-7), the Copeland Act (40 U.S.C. §276c and 18 U.S.C. §874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§327-333) regarding labor standards for federally-assisted construction subagreements.
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15. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§1451 et seq.); (f) conformity of Federal actions to State (Clean Air) implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and, (h) protection of endangered species under the Endangered Species Act of 1973, as amended (P.L. 93-205).
16. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.
17. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. §470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. §§469a-1 et seq.).
18. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations."
19. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing this program.
20. Will comply with the requirements of Section 106(g) of the Trafficking Victims Protection Act (TVPA) of 2000, as amended (22 U.S.C. 7104) which prohibits grant award recipients or a sub-recipient from (1) Engaging in severe forms of trafficking in persons during the period of time that the award is in effect (2) Procuring a commercial sex act during the period of time that the award is in effect or (3) Using forced labor in the performance of the award or subawards under the award.

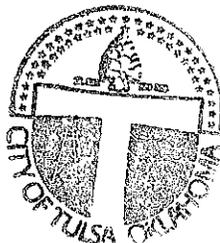
SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL 	TITLE Mayor
APPLICANT ORGANIZATION City of Tulsa	DATE SUBMITTED MAY 05 2021

SF-424D (Rev. 7-97) Back

**APPROVED AS TO FORM:**

By:   
 \_\_\_\_\_  
 ASST. CITY ATTORNEY

  
 \_\_\_\_\_  
 ATTEST



## **HOPWA Certifications**

**Application for Federal Assistance SF-424**

\* 1. Type of Submission:

- Preapplication
- Application
- Changed/Corrected Application

\* 2. Type of Application:

- New
- Continuation
- Revision

\* If Revision, select appropriate letter(s):

\* Other (Specify):

\* 3. Date Received:

4. Applicant Identifier:

5a. Federal Entity Identifier:

5b. Federal Award Identifier:

OKH21F002

**State Use Only:**

6. Date Received by State:

7. State Application Identifier:

**8. APPLICANT INFORMATION:**

\* a. Legal Name:

City of Tulsa

\* b. Employer/Taxpayer Identification Number (EIN/TIN):

73-6005470

\* c. Organizational DUNS:

0786622510000

**d. Address:**

\* Street1:

175 E 2nd Street

Street2:

\* City:

Tulsa

County/Parish:

\* State:

OK: Oklahoma

Province:

\* Country:

USA: UNITED STATES

\* Zip / Postal Code:

74103-3201

**e. Organizational Unit:**

Department Name:

Finance

Division Name:

Grants Administration

**f. Name and contact information of person to be contacted on matters involving this application:**

Prefix:

Mr.

\* First Name:

Gary

Middle Name:

\* Last Name:

Hamer

Suffix:

Title:

Grants and Capital Planning Manager

Organizational Affiliation:

\* Telephone Number:

918-596-7573

Fax Number:

\* Email:

GHAMER@cityoftulsa.org

**Application for Federal Assistance SF-424**

**\* 9. Type of Applicant 1: Select Applicant Type:**

C: City or Township Government

Type of Applicant 2: Select Applicant Type:

Type of Applicant 3: Select Applicant Type:

\* Other (specify):

**\* 10. Name of Federal Agency:**

US Department of Housing and Urban Development

**11. Catalog of Federal Domestic Assistance Number:**

14.241

CFDA Title:

Housing Opportunities for People with AIDS

**\* 12. Funding Opportunity Number:**

N/A

\* Title:

N/A

**13. Competition Identification Number:**

N/A

Title:

N/A

**14. Areas Affected by Project (Cities, Counties, States, etc.):**

Add Attachment

Delete Attachment

View Attachment

**\* 15. Descriptive Title of Applicant's Project:**

City of Tulsa 2021 Annual Action Plan

Attach supporting documents as specified in agency instructions.

Add Attachments

Delete Attachments

View Attachments

**Application for Federal Assistance SF-424**

**16. Congressional Districts Of:**

\* a. Applicant

\* b. Program/Project

Attach an additional list of Program/Project Congressional Districts if needed.

Add Attachment

Delete Attachment

View Attachment

**17. Proposed Project:**

\* a. Start Date:

\* b. End Date:

**18. Estimated Funding (\$):**

* a. Federal	<input type="text" value="666,550.00"/>
* b. Applicant	<input type="text"/>
* c. State	<input type="text"/>
* d. Local	<input type="text"/>
* e. Other	<input type="text"/>
* f. Program Income	<input type="text"/>
* g. TOTAL	<input type="text" value="666,550.00"/>

**\* 19. Is Application Subject to Review By State Under Executive Order 12372 Process?**

- a. This application was made available to the State under the Executive Order 12372 Process for review on
- b. Program is subject to E.O. 12372 but has not been selected by the State for review.
- c. Program is not covered by E.O. 12372.

**\* 20. Is the Applicant Delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.)**

Yes  No

If "Yes", provide explanation and attach

Add Attachment

Delete Attachment

View Attachment

**21. \*By signing this application, I certify (1) to the statements contained in the list of certifications\*\* and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances\*\* and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)**

\*\* I AGREE

\*\* The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.

**Authorized Representative:**

Prefix:  \* First Name:

Middle Name:

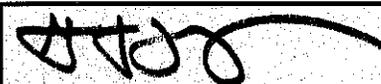
\* Last Name:

Suffix:

\* Title:

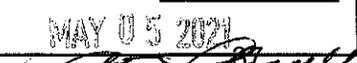
\* Telephone Number:  Fax Number:

\* Email:

\* Signature of Authorized Representative: 

\* Date Signed:



MAY 05 2021  
  
ATTEST: City Clerk

Approved as to form:   
Asst. City Attorney

**CERTIFICATIONS**

In accordance with the applicable statutes and the regulations governing the consolidated plan regulations, the jurisdiction certifies that:

**Affirmatively Further Fair Housing** --The jurisdiction will affirmatively further fair housing.

**Uniform Relocation Act and Anti-displacement and Relocation Plan** -- It will comply with the acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended, (42 U.S.C. 4601-4655) and implementing regulations at 49 CFR Part 24. It has in effect and is following a residential anti-displacement and relocation assistance plan required under 24 CFR Part 42 in connection with any activity assisted with funding under the Community Development Block Grant or HOME programs.

**Anti-Lobbying** --To the best of the jurisdiction's knowledge and belief:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of it, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement;
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, it will complete and submit Standard Form-L.L.L., "Disclosure Form to Report Lobbying," in accordance with its instructions; and
3. It will require that the language of paragraph 1 and 2 of this anti-lobbying certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

**Authority of Jurisdiction** --The consolidated plan is authorized under State and local law (as applicable) and the jurisdiction possesses the legal authority to carry out the programs for which it is seeking funding, in accordance with applicable HUD regulations.

**Consistency with plan** --The housing activities to be undertaken with Community Development Block Grant, HOME, Emergency Solutions Grant, and Housing Opportunities for Persons With AIDS funds are consistent with the strategic plan in the jurisdiction's consolidated plan.

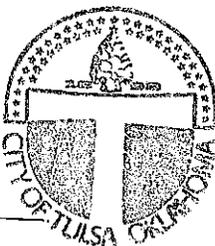
**Section 3** -- It will comply with section 3 of the Housing and Urban Development Act of 1968 (12 U.S.C. 1701u) and implementing regulations at 24 CFR Part 135.

  
\_\_\_\_\_  
Signature of Authorized Official

MAY 05 2021  
\_\_\_\_\_  
Date

Mayor - City of Tulsa  
\_\_\_\_\_  
Title

  
ATTEST: City of Tulsa



**APPROVED AS TO FORM:**

By:   
\_\_\_\_\_  
ASST. CITY ATTORNEY

### Housing Opportunities for Persons With AIDS Certifications

The HOPWA grantee certifies that:

**Activities** -- Activities funded under the program will meet urgent needs that are not being met by available public and private sources.

**Building** -- Any building or structure assisted under that program shall be operated for the purpose specified in the consolidated plan:

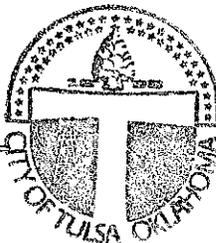
1. For a period of not less than 10 years in the case of assistance involving new construction, substantial rehabilitation, or acquisition of a facility,
2. For a period of not less than 3 years in the case of assistance involving non-substantial rehabilitation or repair of a building or structure.

  
 \_\_\_\_\_  
 Signature of Authorized Official

MAY 05 2021  
 \_\_\_\_\_  
 Date

Mayor - City of Tulsa  
 \_\_\_\_\_  
 Title

  
 ATTEST: City Clerk



APPROVED AS TO FORM:

By:   
 \_\_\_\_\_  
 ASST. CITY ATTORNEY

## ASSURANCES - CONSTRUCTION PROGRAMS

OMB Number: 4040-0009  
Expiration Date: 02/28/2022

Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0042), Washington, DC 20503.

**PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE OFFICE OF MANAGEMENT AND BUDGET. SEND IT TO THE ADDRESS PROVIDED BY THE SPONSORING AGENCY.**

**NOTE:** Certain of these assurances may not be applicable to your project or program. If you have questions, please contact the Awarding Agency. Further, certain Federal assistance awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified.

As the duly authorized representative of the applicant, I certify that the applicant:

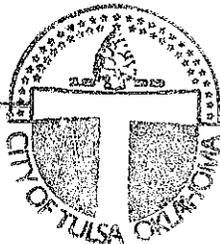
1. Has the legal authority to apply for Federal assistance, and the institutional, managerial and financial capability (including funds sufficient to pay the non-Federal share of project costs) to ensure proper planning, management and completion of project described in this application.
2. Will give the awarding agency, the Comptroller General of the United States and, if appropriate, the State, the right to examine all records, books, papers, or documents related to the assistance; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives.
3. Will not dispose of, modify the use of, or change the terms of the real property title or other interest in the site and facilities without permission and instructions from the awarding agency. Will record the Federal awarding agency directives and will include a covenant in the title of real property acquired in whole or in part with Federal assistance funds to assure non-discrimination during the useful life of the project.
4. Will comply with the requirements of the assistance awarding agency with regard to the drafting, review and approval of construction plans and specifications.
5. Will provide and maintain competent and adequate engineering supervision at the construction site to ensure that the complete work conforms with the approved plans and specifications and will furnish progressive reports and such other information as may be required by the assistance awarding agency or State.
6. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency.
7. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.
8. Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. §§4728-4763) relating to prescribed standards of merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F).
9. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures.
10. Will comply with all Federal statutes relating to non-discrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§1681-1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290 dd-3 and 290 ee 3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and (j) the requirements of any other nondiscrimination statute(s) which may apply to the application.

11. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provide for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal and federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases.
12. Will comply with the provisions of the Hatch Act (5 U.S.C. §§1501-1508 and 7324-7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.
13. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. §§276a to 276a-7), the Copeland Act (40 U.S.C. §276c and 18 U.S.C. §874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§327-333) regarding labor standards for federally-assisted construction subagreements.
14. Will comply with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is \$10,000 or more.
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19. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing this program.
20. Will comply with the requirements of Section 106(g) of the Trafficking Victims Protection Act (TVPA) of 2000, as amended (22 U.S.C. 7104) which prohibits grant award recipients or a sub-recipient from (1) Engaging in severe forms of trafficking in persons during the period of time that the award is in effect (2) Procuring a commercial sex act during the period of time that the award is in effect or (3) Using forced labor in the performance of the award or subawards under the award.

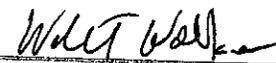
SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL 	TITLE Mayor
APPLICANT ORGANIZATION City of Tulsa	DATE SUBMITTED MAY 05 2021

SF-424D (Rev. 7-97) Back

  
ATTEST: City Clerk



APPROVED AS TO FORM:

By:   
ASST. CITY ATTORNEY



# Executive Summary

## AP-05 Executive Summary - 24 CFR 91.200(c), 91.220(b)

### 1. Introduction

After this Annual Action Plan was submitted on May 12, 2021 we were notified by HUD on May 14, 2021 that the CDBG allocation had increased by \$52,364. These additional funds were added to the allocation for the City Streets and Stormwater Department for sidewalks as outlined in the allocation contingencies if funding was increased.

The City of Tulsa is pleased to submit its 2021-2022 Annual Action Plan. This the second year of the 2020-2024 Consolidated Plan. The Consolidated Plan is carried out through Annual Action Plans, which provide a concise summary of the actions, activities, and the specific federal and non-federal resources that will be used each year to address the priority needs and specific goals identified in the Consolidated Plan.

### 2. Summary of the objectives and outcomes identified in the Plan Needs Assessment Overview

The primary objective of the Annual Action Plan is to improve the quality of life of principally low and moderate income Tulsans, by creating suitable living environments, improving the availability of affordable housing and enhancing economic opportunities. The Annual Action Plan process identified the same overarching needs within the community as identified in the Consolidated Plan. The following seven priority needs adopted are:

1. Housing Acquisition, Construction & Rehabilitation
2. Essential Services
3. Homeless/Special Populations
4. Economic Development
5. Public Facilities and Infrastructure Improvements
6. Housing Subsidies/Assistance
7. Demolition of Substandard Buildings

The outcomes of addressing these needs will be measured by the increase in availability/accessibility, affordability and sustainability created by the programs and services provided throughout the course of the Consolidated Plan. By concentrating funds on a small number of specific needs, it is hoped that the main objective will be achieved and a greater number of principally low and moderate income persons will benefit from the available funding.

### **3. Evaluation of past performance**

The City continues to improve its processes and delivery of services to address the housing, community development and economic development objectives that were identified in the 2020 - 2024 Consolidated Plan. We are currently in the first year of the plan which will end on June 30, 2021. Complete and detailed year-end reports have been written, summarizing the result of activities that have taken place during each year of the previous Consolidated Plan period, 2015-2019. Copies of these reports can be found at <https://www.cityoftulsa.org/community-programs/grants/plans-and-reports.aspx>

Utilizing Community Development Block Grant (CDBG), HOME Investment Partnership (HOME), Emergency Solutions Grant (ESG), and Housing Opportunities for Persons with AIDS (HOPWA) funds, the City of Tulsa has promoted Decent Housing, Suitable Living Environments, and Economic Opportunities. During the last 5 years the City expended approximately \$33 million and has:

- Assisted 125,892 people with public service activities;
- Provided STRMU, TBRA, and Permanent Housing Placement to 818 persons with AIDS;
- Provided Rapid Re-Housing and Homeless Prevention activities to 1,908 households;
- Provided shelter facilities to 12,345 people;
- Created/retained 508 jobs;
- Assisted 76 new and existing businesses;
- Rehabilitated 1032 owner occupied homes;
- Assisted 128 first time homebuyers;
- Rehabilitated 1 multi-family rental property;
- Constructed 2 multi-family rental properties for seniors;
- Rehabilitated 6 public facilities;
- Conducted sidewalk and curb ramp installation/improvements at 10 locations; and
- Carried out clearance and demolition activities on 262 substandard structures.

### **4. Summary of citizen participation process and consultation process**

The goals of the City's citizen participation process as it relates to the Consolidated Plan and Annual Action Plans are:

- To increase the involvement of low-income persons, residents of public housing, minority populations, non-English speaking persons and persons with special needs;
- To clarify roles and responsibilities to enable a variety of organizations to participate cooperatively in meeting the goals and objectives identified by the community; and
- To ensure that all citizens and organizations have an opportunity to participate in the evaluation of funded activities.

During the development of this Second Year Annual Action Plan, citizens were provided the following opportunities to participate in the process:

- Needs Assessment public hearing – September 10, 2020
- HUD Community Development Committee meetings to set priority needs and goals – September 10, 2020
- HUD Community Development Committee meetings for recommendation of awards – February 9, 2021
- Consolidated Plan and First Year Annual Action Plan comment period – March 5, 2021 through April 4, 2021
- Consolidated Plan and First Year Annual Action Plan public hearing – March 11, 2021

## **5. Summary of public comments**

During the needs assessment public hearing speakers expressed the need for shelter and services for disadvantaged youths and services and housing for the homeless population, including homeless prevention, especially in relation to the eviction crisis in the city.

Written comments from 4 agencies were also submitted. The comments submitted addressed the need for more efforts to address homeless youth, continued support for early childhood education programs and facilities and inclusion of English language educational programs related to parents of school-aged children, ADA compliant sidewalk improvements in low-income neighborhoods, and development of a variety of affordable housing types including single family housing development.

During the City's Community Development meeting on February 9, 2021 recommendations were made for funding decisions.

During the public hearing on the draft 2020-2021 Annual Action Plan held on March 11, 2021, no public comments were made. Additionally, no written comments were received during the public comment period which ran from March 4, 2021 through April 4, 2021.

## **6. Summary of comments or views not accepted and the reasons for not accepting them**

N/A

## **7. Summary**

The City of Tulsa is looking forward to continuing to meet the underserved needs of the community and improving the quality of life of principally low and moderate income Tulsans. The second year of the Consolidated Plan will see 29 external agencies and 2 City departments conducting 39 activities totaling \$6,558,813 in grant funding, not including administration costs.

## The Process

### PR-05 Lead & Responsible Agencies 24 CFR 91.200(b)

**1. Describe agency/entity responsible for preparing the Consolidated Plan and those responsible for administration of each grant program and funding source**

The following are the agencies/entities responsible for preparing the Consolidated Plan and those responsible for administration of each grant program and funding source.

Agency Role	Name	Department/Agency
Lead Agency	City of TULSA	Finance - Grants Administration
CDBG Administrator	City of TULSA	Finance - Grants Administration
HOPWA Administrator	City of TULSA	Finance - Grants Administration
HOME Administrator	City of TULSA	Finance -Grants Administration
ESG Administrator	City of TULSA	Finance - Grants Administration

**Table 1 – Responsible Agencies**

### Narrative

The City of Tulsa Finance Department Grants Administration is the lead entity responsible for preparing the Consolidated Plan and for the administration of the Community Development Block Grant (CDBG), the HOME Investment Partnership Program (HOME), Housing Opportunities for Persons With AIDS (HOPWA) and the Emergency Solutions Grant (ESG).

### Consolidated Plan Public Contact Information

Questions or comments regarding the plan should be addressed to:  
Gary Hamer, Capital Planning and Grants Manager  
City of Tulsa, Grants Administration  
175 E 2nd Street, Suite 1560  
Tulsa, OK 74103-3208  
GrantsAdmin@cityoftulsa.org

## **AP-10 Consultation – 91.100, 91.200(b), 91.215(I)**

### **1. Introduction**

The City of Tulsa Grants Administration is committed to working with local agencies and service providers to create solutions to best address the needs of the community. The entities that have provided input and insight into the 2021-2022 Annual Action Plan are listed in the following sections.

#### **Provide a concise summary of the jurisdiction’s activities to enhance coordination between public and assisted housing providers and private and governmental health, mental health and service agencies (91.215(I)).**

Tulsa benefits from a strong and cohesive coalition of local government officials, service providers, lenders, and volunteers. These various groups coordinate effectively to avoid duplication of services and facilitate a delivery system that meets the needs of Tulsa's various populations.

The City continues a targeted public outreach effort to educate and engage the public in the annual planning and funding opportunities process. Activities include:

- Posting and advertising all public meetings with adequate advance notice to citizens to maximize participation;
- Ensuring all public meetings and other forms of communication are accessible to people with disabilities and non-English speaking persons;
- Utilizing web-based communication tools to solicit input from citizens;
- Working with local service providers, INCOG, the Housing Authority of the City of Tulsa, local lenders, and others to leverage public and private resources;
- Coordinating resources and services for affordable and supportive housing, in conjunction with local service providers, housing officials, lending institutions, developers, and non-profit organizations, including the City's Continuum of Care;
- Conducting meetings with HUD funded grantees;
- Meeting with funded agencies to discuss their programs, successes and challenges; and
- Providing on-going citizen participation opportunities in HUD Community Development Committee meetings.

**Describe coordination with the Continuum of Care and efforts to address the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans, and unaccompanied youth) and persons at risk of homelessness**

The City of Tulsa and the Tulsa City/County Continuum of Care (CoC) have made great strides in the development of a more inclusive coordination and consultation process. Although it is still a work in progress, the focus remains to collaborate on all aspects of the Emergency Solutions Grant process including planning, funding, implementing and evaluating homeless assistance and prevention programs at the local level. The HUD Community Development Committee's responsibilities include the following duties which play an important role in fulfilling the City's collaboration with the CoC.

- Receiving public input of needs
- Receiving input from the CoC regarding homeless needs, priorities, goals, outcomes, and evaluation measures
- Consulting with the CoC regarding allocation of funds, developing performance standards, and evaluating outcomes of ESG assisted projects

The Homeless Management Information System (HMIS) lead agency, Center for Housing Solutions, and the HMIS administrator participate in the A Way Home for Tulsa (Tulsa CoC) governance council meetings bringing forward HMIS data standards, policies and performance reports for review and approval. The administrator provides access to licenses, hands-on training and technical support to all of the ESG subrecipients, and submits performance reports to the City of Tulsa for the ESG programs. Based on an agreement between the City of Tulsa and the HMIS lead the City of Tulsa allocates 3% of the ESG funds each year to assist the HMIS lead in meeting the regulatory requirements with regard to data collection and mandatory reporting.

**Describe consultation with the Continuum(s) of Care that serves the jurisdiction's area in determining how to allocate ESG funds, develop performance standards and evaluate outcomes, and develop funding, policies and procedures for the administration of HMIS**

A member of the CoC sits on the HUD Community Development Committee and provides expertise during the allocation process. To ensure compliance with the HEARTH Act changes, Grants Administration (GA) continues to work closely with the City's Continuum of Care and Emergency Solutions grant recipients serving the homeless.

**2. Describe Agencies, groups, organizations and others who participated in the process and describe the jurisdictions consultations with housing, social service agencies and other entities**

**Table 2 – Agencies, groups, organizations who participated**

1	<b>Agency/Group/Organization</b>	<b>Tulsa Planning Office</b>
	<b>Agency/Group/Organization Type</b>	Other government - Local Grantee Department
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Need Assessment Non-Housing Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	The organization provided data relating to City planning activities for the development of the Annual Action Plan goals and priority needs. For anticipated outcomes see narrative below.
2	<b>Agency/Group/Organization</b>	<b>Housing Authority of the City of Tulsa</b>
	<b>Agency/Group/Organization Type</b>	PHA
	<b>What section of the Plan was addressed by Consultation?</b>	Public Housing Needs
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	The organization provided data relating to public housing needs for the development of the Annual Action Plan goals and priority needs. For anticipated outcomes see narrative below.
3	<b>Agency/Group/Organization</b>	<b>Tulsa City/County Continuum of Care</b>
	<b>Agency/Group/Organization Type</b>	Continuum of Care
	<b>What section of the Plan was addressed by Consultation?</b>	Homelessness Strategy Homeless Needs - Chronically homeless Homelessness Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	The organization provided data relating to City planning activities for the development of the Annual Action Plan goals and priority needs. For anticipated outcomes see narrative below.

4	<b>Agency/Group/Organization</b>	<b>Community Action Project of Tulsa County, Inc.</b>
	<b>Agency/Group/Organization Type</b>	Services-Children Services-Education
	<b>What section of the Plan was addressed by Consultation?</b>	Anti-poverty Strategy Non-Housing Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	The organization provided data relating to children's services and education, particularly early childhood education and the need for English education classes for parents for school-aged children for the development of the Annual Action Plan goals and priority needs. For anticipated outcomes see narrative below.
5	<b>Agency/Group/Organization</b>	<b>Youth Services of Tulsa, Inc.</b>
	<b>Agency/Group/Organization Type</b>	CoC Partner Services – homeless
	<b>What section of the Plan was addressed by Consultation?</b>	Homelessness Needs - Unaccompanied youth Non-Housing Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	The organization provided data relating to housing and services for homeless youths for the development of the Annual Action Plan goals and priority needs. For anticipated outcomes see narrative below.
6	<b>Agency/Group/Organization</b>	<b>Habitat Housing, Inc. dba Boomtown Development Company</b>
	<b>Agency/Group/Organization Type</b>	Housing Developer
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Needs Assessment
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	The organization provided data for housing needs and other related issues for the development of the Annual Action Plan goals and priority needs. For anticipated outcomes see narrative below.

7	<b>Agency/Group/Organization</b>	<b>City of Tulsa – Housing Policy Director</b>
	<b>Agency/Group/Organization Type</b>	City – Mayor’s Staff
	<b>What section of the Plan was addressed by Consultation?</b>	Housing Needs Assessment
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	The staff person provided data on housing needs and other related issues for the development of the Annual Action Plan goals and priority needs. For anticipated outcomes see narrative below.
8	<b>Agency/Group/Organization</b>	<b>City of Tulsa Streets and Stormwater Department</b>
	<b>Agency/Group/Organization Type</b>	City Agency
	<b>What section of the Plan was addressed by Consultation?</b>	Public Infrastructure Non-housing Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	The agency provided information on sidewalks needed in LMI census tracts for the development of the Annual Action Plan goals and priority needs. For anticipated outcomes see narrative below.
9	<b>Agency/Group/Organization</b>	<b>Restore Hope, Inc.</b>
	<b>Agency/Group/Organization Type</b>	CoC Partner Services – Housing Services – Non-housing Community Development
	<b>What section of the Plan was addressed by Consultation?</b>	Homelessness Strategy Non-housing Community Development
	<b>How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?</b>	The organization provided data on homelessness, the eviction crisis in Tulsa, rehousing needs and other related issues for the development of the Annual Action Plan goals and priority needs. For anticipated outcomes see narrative below.

**Identify any Agency Types not consulted and provide rationale for not consulting**

Multiple agencies were consulted.

**Other local/regional/state/federal planning efforts considered when preparing the Plan**

Name of Plan	Lead Organization	How do the goals of your Strategic Plan overlap with the goals of each plan?
Continuum of Care	Housing Solutions	The goals of the Strategic plan, concerning homeless services, are aimed to work in conjunction with the goals of the Continuum of Care plan.
PLANiTULSA: The City of Tulsa Comprehensive Plan	City of Tulsa	The City of Tulsa's comprehensive plan is a long term plan for the City. The Annual Action Plan will aid the City in working towards the goals set regarding Housing / Economic Development
Oklahoma Long Range Transportation Plan	Oklahoma Department of Transportation	Both plans seek to improve transportation links within areas that are currently lacking services.
2020 Annual Report – Tulsa Equality Indicators ( <a href="https://csctulsa.org/tulsaei/">https://csctulsa.org/tulsaei/</a> )	Community Service Council of Greater Tulsa	The information contained in this report was used as a tool to inform the City and the community on prioritization of needs and goals related to The Annual Action Plan.

**Table 3 – Other local / regional / federal planning efforts**

**Narrative (optional):**

The City of Tulsa consulted with both Tulsa County and the Indian Nations Council of Government (INCOG). A member of INCOG sits on the HUD Community Development Committee and was involved during the development of the goals and the allocation process.

## **AP-12 Citizen Participation – 91.105, 91.115, 91.200(c) and 91.300(c)**

### **1. Summary of citizen participation process/Efforts made to broaden citizen participation Summarize citizen participation process and how it impacted goal-setting**

The Citizen Participation Plan and Title 12 §800 of City of Tulsa Municipal Code is the guiding documents that facilitate the process for the determination of needs, priorities, and allocation of HUD funds. The HUD Community Development Committee (CDC) receives citizen input and makes funding recommendations.

The CDC solicits public input regarding the long-term and short-term needs of the community to develop funding priorities. This committee consists of the following members who all have voting privileges: the 9 City Councilors and Mayor who shall serve ex-officio; 5 residents of the City of Tulsa, designated by the City Council, 3 of whom shall reside within a low to moderate income census tract, with no more than one representative from each Council district; 1 representative from the Indian Nations Council of Governments (INCOG); 1 representative from a financial institution; 1 representative from the Continuum of Care; 1 representative with grant allocation experience; and 1 representative from the City of Tulsa Planning Department. The Mayor shall designate the representatives from a financial institution, the Continuum of Care, and the individual with grant allocation experience.

The priority needs for the City of Tulsa's 2021-2022 Annual Action Plan were determined through analysis of information gathered from a variety of sources and projected progress of goals during the First Year Annual Action Plan. The priority needs were presented to the HUD CDC and approved along with the second year goals on September 10, 2020, which were presented to the Mayor and City Council for approval. The priority needs and goals were accepted by the Mayor and City Council on September 16, 2020 and included in the 2021 Request for Proposals released by Grants Administration on October 5, 2020.

**Citizen Participation Outreach**

<b>Sort Order</b>	<b>Mode of Outreach</b>	<b>Target of Outreach</b>	<b>Summary of response/attendance</b>	<b>Summary of comments received</b>	<b>Summary of comments not accepted and reasons</b>
1	Public Hearing	Non-targeted/broad community	5 people attended the Needs Assessment Public Hearing on September 10, 2020 to express needs of the community regarding HUD funding.	Speakers expressed the need for services and housing for homeless youth and services and housing for the homeless or those at risk of homelessness, especially in light of COVID-19 .	All comments were considered in the prioritization of needs identified.
2	Public Meeting	Non-targeted/broad community	A total of 51 people attended the HUD Community Development Meeting held on February 9, 2021 where funding for the 2021-2022 Annual Plan projects were considered.	An applicant requested an explanation of the scoring process that was conducted, which was provided by the committee chairperson.	N/A

**Table 4 – Citizen Participation Outreach**

## Expected Resources

### AP-15 Expected Resources – 91.220(c)(1,2)

#### Introduction

Currently, the City of Tulsa receives CDBG, HOME, HOPWA, and ESG funding. These funding sources are expected to be available over the next 5 years. In FY 2021, the City has been allocated \$3,605,836 in CDBG funds, \$1,787,319 in HOME funds, \$666,550 in HOPWA funds, and \$302,126 in ESG funds. It is anticipated that funding levels will be similar over the 5 years of this Consolidated Plan. These anticipated amounts are noted in the chart below. As all funding sources are subject to annual Congressional appropriations, as well as potential changes in funding distribution formulas, these figures are subject to change.

#### Anticipated Resources

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Remainder of ConPlan \$	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
CDBG	public – federal	Acquisition Admin and Planning Economic Development Housing Public Improvements Essential Services	3,605,836	1,555,493	254,368	5,415,697	10,817,508	PI includes estimated RL (\$1.5m) for ED activity and PI (\$55,493) realized but not allocated. Prior year includes \$254,368 in uncommitted carryover funds. Remainder includes estimated future Annual Allocations

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Remainder of ConPlan \$	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
HOME	public - federal	Acquisition Homebuyer assistance Homeowner rehab Multifamily rental new construction Multifamily rental rehab New construction for ownership	1,787,319	1,160	759,710	2,548,189	5,361,957	Prior year includes \$759,710 in carryover funds and uncommitted PY20 funds. Remainder is estimated future Annual Allocations
HOPWA	public - federal	Permanent housing placement STRMU Supportive services TBRA	666,550	0	0	666,550	1,999,650	Remainder is estimated future Annual Allocations

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Remainder of ConPlan \$	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
ESG	public - federal	Financial Assistance Overnight shelter Rapid re-housing (rental assistance) Rental Assistance Services	302,126	0	0	302,126	906,378	Remainder is estimated future Annual Allocations

Table 5 - Expected Resources – Priority Table

**Explain how federal funds will leverage those additional resources (private, state and local funds), including a description of how matching requirements will be satisfied**

The federal, state, and local resources available to address the needs identified in the plan include federal formula grant funds under CDBG, ESG, HOME, and HOPWA. The local Continuum of Care (CoC) also awards grant funds under the competitive McKinney-Vento Homeless Assistance Act. These funds will be leveraged with the City's general funds, various state and county resources, local nonprofit resources, and private foundation grants.

Essential Services projects will concentrate efforts to address the needs of families, children and youth in high risk populations consistent with the identified priority needs. Use of CDBG and ESG funds will leverage other nonprofit resources and private foundation funds to assist low-income households.

Physical improvements will use a combination of public funds, CDBG funds, City general funds, and nonprofit and private foundation funds to enhance selected projects.

HOME Match: The sources of matching contributions for HOME funds will be from developers and subrecipients' nonfederal contributions, the City and its CHDOs. The City requires developers, subrecipients and CHDOs to match up to 25% of award. First re-use CHDO proceeds, as regulated by HOME, are used as leverage to fund HOME activities. Banked match is available if organizations are not able to generate the required match. The City had \$9.6 million in available banked match as of July 1, 2020.

Emergency Solutions Grant Match: The jurisdiction will fulfill the ESG requirement of a matching contribution equal to the grant program funds. Each organization is required to provide matching funds equal to the amount of funds awarded. This stipulation is included in the written agreement. The City of Tulsa will provide in-kind administrative funds, as necessary, to match administrative funds received. Documentation of match is required when subrecipients submit the monthly request for funds.

**If appropriate, describe publicly owned land or property located within the jurisdiction that may be used to address the needs identified in the plan**

N/A

### **Discussion**

The Expected Amount Available for the Remainder of Consolidated Plan is an estimate of the funds expected to be received over the remaining 3 years of the Consolidated Plan. Estimates were calculated using the confirmed funding to be received during the second year of the Consolidated Plan plus expected program income.

The CDBG program income total includes an estimated \$1,500,000 per year in revolving loans funds received through economic development activities plus an additional \$55,493 in general program income. It is estimated that a similar amount of Revolving Loan funds will be received over the remaining 3 years and this is included in the Expected Amount Available for the Remainder of Consolidated Plan total.

HOME CHDO Reserve funds in the amount of \$275,000 were allocated in Year 1. Not all of the available HOME funds were allocated in year 1. The balance not awarded in Year 1 was included in the available funds for Year 2 of the Annual Action Plan.

## Annual Goals and Objectives

### AP-20 Annual Goals and Objectives

#### Goals Summary Information

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
1	Acquisition and New Construction of Housing	2020	2024	Affordable Housing		Housing, Acquisition, Construction & Rehab	CDBG: \$48,000 HOME: \$1,016,882	Direct Financial Assistance to Homebuyers: 32 Households Assisted Rental Housing Units Added: 7 Rental Units constructed
2	Housing Rehabilitation	2020	2024	Affordable Housing		Housing, Acquisition, Construction & Rehab	CDBG: \$1,240,000 HOME: \$1,352,576	Rental units rehabilitated: 30 Household Housing Units Homeowner Housing Rehabilitated: 243 Household Housing Units
3	Essential Services	2020	2024	Non-Homeless Special Needs Non-Housing Community Development		Essential Services	CDBG: \$528,981 HOPWA: \$276,557	Public service activities other than Low/Moderate Income Housing Benefit: 10,224 Persons Assisted
4	Emergency Shelter	2020	2024	Homeless		Homeless/Special Populations	ESG: \$181,275	Homeless Person Overnight Shelter: 2,902 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
5	Economic Development	2020	2024	Non-Housing Community Development		Economic Development	CDBG: \$2,040,000	Jobs created/retained: 45 Jobs Businesses assisted: 10 Businesses Assisted
6	Public Facilities and Infrastructure Improvements	2020	2024	Non-Housing Community Development		Public Facilities and Infrastructure Improvements	CDBG: \$543,716	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 6,910 Persons Assisted
7	Rental Housing Subsidies	2020	2024	Affordable Housing		Homeless/Special Populations Housing Subsidies/Assistance	ESG: \$89,128 HOPWA: \$369,997	Tenant-based rental assistance / Rapid Rehousing: 38 Households Assisted Homelessness Prevention: 319 Persons Assisted
8	Clearance and Demolition	2020	2024	Non-Housing Community Development		Demolition of Substandard Buildings	CDBG: \$415,000	Buildings Demolished: 50 Buildings

Table 6 – Goals Summary

## Goal Descriptions

1	<b>Goal Name</b>	Acquisition and New Construction of Housing
	<b>Goal Description</b>	Acquisition or new construction of affordable multi-family rental units with special consideration given to housing for seniors and the disabled. Down payment and closing cost assistance for first time homebuyers.
2	<b>Goal Name</b>	Housing Rehabilitation
	<b>Goal Description</b>	Rehabilitation of owner occupied housing. Rehabilitation of multi-family rental housing, with special consideration given to housing with units for seniors and those with physical disabilities.
3	<b>Goal Name</b>	Essential Services
	<b>Goal Description</b>	Crisis services for children, adults, and special populations, educational programs for children and youth, employment training and placement services, food security, services for seniors and the homeless, shelter operations and services, housing counseling, and transportation services.
4	<b>Goal Name</b>	Emergency Shelter
	<b>Goal Description</b>	Shelter operations and services for the homeless and special populations.
5	<b>Goal Name</b>	Economic Development
	<b>Goal Description</b>	Assistance in the form of loans, grants or technical assistance to private for profit entities for creation or retention of jobs or for provision of goods and services. Technical assistance and training for microenterprise activities.
6	<b>Goal Name</b>	Public Facilities and Infrastructure Improvements
	<b>Goal Description</b>	Acquisition, construction or rehabilitation to public facilities that is not for general government use, including, but may not be limited to, senior centers and transportation infrastructure.
7	<b>Goal Name</b>	Rental Housing Subsidies
	<b>Goal Description</b>	Rental housing subsidies will assist households become or remain housed, including households with disabilities and special needs.

<b>8</b>	<b>Goal Name</b>	Clearance and Demolition
	<b>Goal Description</b>	Clearance or demolition of substandard structures and hazardous contaminants.

# Projects

## AP-35 Projects – 91.220(d)

### Introduction

The City of Tulsa will provide activities that support one or more of the following projects during Program Year 2021.

### Projects

#	Project Name
1	Administration
2	Acquisition and New Construction of Housing
3	Housing Rehabilitation
4	Essential Services
5	ESG21 City of Tulsa
6	Economic Development
7	Public Facilities and Infrastructure Improvements
8	2020-2024 Tulsa Cares OKH21F002 (TC)
9	Clearance and Demolition

Table 7 – Project Information

### Describe the reasons for allocation priorities and any obstacles to addressing underserved needs

The priority needs for the City of Tulsa’s 2020-2024 Consolidated Plan were determined through analysis of information gathered from a variety of sources. The priorities for the Second Year Annual Action Plan were determined at the Needs Assessment Public Hearing on September 10, 2020 and included in the Request for Proposals issued October 5, 2020. Agencies were asked to identify which priority their program most closely related. During the evaluation phase, all applications were screened to ensure the proposed project or activity met one of the priority needs.

Most agencies do not have necessary funds to provide all services needed by the clients and have stated in their applications that without HUD funds the project or program may not be able to fully serve the client need.

## AP-38 Project Summary

<b>Project Summary Information1</b>	<b>Project Name</b>	<b>Administration</b>
	<b>Target Area</b>	Peoria Avenue Bus Rapid Transit 11 <sup>th</sup> Street Bus Rapid Transit City wide
	<b>Goals Supported</b>	Acquisition and New Construction of Housing Clearance and Demolition Economic Development Emergency Shelter Housing Rehabilitation Public Facilities and Infrastructure Improvements Essential Services Housing Subsidies
	<b>Needs Addressed</b>	Demolition of Substandard Buildings Economic Development Homeless / Special Populations Housing Subsidies / Assistance Housing Acquisition, Construction & Rehabilitation Public Facilities and Infrastructure Improvements Essential Services
	<b>Funding</b>	CDBG: \$600,000 HOPWA: \$19,996 HOME: \$178,731
	<b>Description</b>	Administration and planning of the HUD grant programs
	<b>Target Date</b>	6/30/2022
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Not applicable
	<b>Location Description</b>	Not applicable.
	<b>Planned Activities</b>	The City of Tulsa will conduct planning and administration activities including, but not limited to, programmatic and fiscal oversight of all funded activities. The City uses up to 20% administration for CDBG, 10% for HOME, and 3% for HOPWA.

<b>2</b>	<b>Project Name</b>	<b>Acquisition and New Construction of Housing</b>
	<b>Target Area</b>	Peoria Avenue Bus Rapid Transit 11 <sup>th</sup> Street Bus Rapid Transit City wide
	<b>Goals Supported</b>	Acquisition and New Construction of Housing
	<b>Needs Addressed</b>	Housing Acquisition, Construction & Rehabilitation
	<b>Funding</b>	CDBG: \$48,000 HOME: \$1,016,882
	<b>Description</b>	Acquisition or new construction of affordable single-family and multi-family rental units with special consideration given to housing for seniors and those with physical disabilities. Down payment and closing cost assistance for first-time homebuyers.
	<b>Target Date</b>	6/30/2023
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Under this Project, 32 households will benefit from down payment assistance.  Under this Project, 7 households will benefit from new construction of rental units.
	<b>Location Description</b>	Down Payment Assistance – City Wide New construction of Rental Housing – Boomtown: NW corner of Harvard & Archer; Vintage Housing: 2350 E Admiral Ct N
	<b>Planned Activities</b>	Housing Partners of Tulsa will utilize \$160,000 in HOME and \$48,000 in CDBG funds to operate a down payment assistance program benefiting 32 first time homebuyers.  Boomtown Development Company will use \$600,000 to construct 7 rental units and Vintage Housing will use \$256,882 in additional funding for the previously funded Whittier Villas project.
<b>3</b>	<b>Project Name</b>	<b>Housing Rehabilitation</b>
	<b>Target Area</b>	Peoria Avenue Bus Rapid Transit 11 <sup>th</sup> Street Bus Rapid Transit City wide
	<b>Goals Supported</b>	Housing Rehabilitation

	<b>Needs Addressed</b>	Housing Acquisition, Construction & Rehabilitation
	<b>Funding</b>	CDBG: \$1,240,000 HOME: \$1,352,576
	<b>Description</b>	Rehabilitation of owner-occupied housing. Rehabilitation of multi-family rental housing, with special consideration given to housing with units for seniors and those with physical disabilities.
	<b>Target Date</b>	6/30/2023
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	An estimated 273 will benefit from the proposed activities. Additionally, 243 owner occupied homes and 30 rental units will be rehabilitated during the year.
	<b>Location Description</b>	Homeowner Rehabilitation - City-Wide Terrace View Apartments – 1728 S Denver, Tulsa, OK
	<b>Planned Activities</b>	The City of Tulsa Working in Neighborhoods Department will utilize \$459,748 in HOME and \$1,190,000 in CDBG funds for owner occupied housing rehabilitation. Area Councils for Community Action will use \$50,000 in CDBG funds for energy efficiency improvements and minor exterior rehabilitations.  Additionally, Mental Health Association Oklahoma will use \$892,828 in HOME funds to rehabilitate a multi-family rental complex.
4	<b>Project Name</b>	<b>Essential Services</b>
	<b>Target Area</b>	City Wide
	<b>Goals Supported</b>	Essential Services
	<b>Needs Addressed</b>	Essential Services
	<b>Funding</b>	CDBG: \$528,981

<b>Description</b>	Crisis services for children, adults, and special populations, educational programs for children and youth, employment training and placement services, food security, services for seniors and the homeless, shelter operations and services, housing counseling, and transportation services.
<b>Target Date</b>	6/30/2022
<b>Estimate the number and type of families that will benefit from the proposed activities</b>	An estimated total of 10,124 persons will be served through essential service activities.
<b>Location Description</b>	City wide

<b>Planned Activities</b>	<p>Under this Project, 16 agencies will use CDBG funds to conduct activities that will support essential services.</p> <p>Community Action Project of Tulsa County will use \$39,055 for their McClure Early Childhood Education Center, Morton Services will use \$29,868 for their Transportation Program, Youth Services of Tulsa will use \$35,095 for their Transitional Living Program, Resonance will use \$31,361 for their Prison to Community Reentry Services, Domestic Violence Intervention Services will use \$33,191 for their Court Advocacy for Victims of Domestic and Sexual Violence Program, Tulsan Operating in Unity Creating Hope will use \$33,191 for their The Zone Afterschool Program, Child Abuse Network will use \$35,095 for their Multidisciplinary Child Abuse Team, Camp Fire Green Country, Inc. will use \$33,191 for their Camp Fire Community Building Clubs, Madison Strategies Group will use \$33,191 for their Work Advance, Girl Scouts of Eastern OK will use \$29,135 for their Staff-Led Troops Program, Operation Aware will use \$29,868 for their Prevention Education Program, Tulsa Day Center will use \$31,361 for their Free Nurses' Clinic, CEO will use \$29,868 for their Re-entry Project, Salvation Army will use \$31,361 for their Emergency Shelter &amp; Feeding Program, Tulsa Speech and Hearing Association will use \$35,095 for their Deaf Services Program, and YWCA Tulsa will use \$39,055 for their Employment Services for Immigrants and Refugees Program.</p>
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5	<b>Project Name</b>	<b>ESG21 City of Tulsa</b>
	<b>Target Area</b>	City Wide Peoria Avenue Bus Rapid Transit
	<b>Goals Supported</b>	Emergency Shelter Housing Subsidies
	<b>Needs Addressed</b>	Homeless / Special Populations Housing Subsidies / Assistance
	<b>Funding</b>	ESG: \$302,126
	<b>Description</b>	Emergency Solutions Grant activities will be conducted by multiple agencies.

	<b>Target Date</b>	6/30/2023
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	An estimated 2,902 persons will be provided with emergency shelter services. Additionally, 239 households will be provided with Homelessness Prevention services.
	<b>Location Description</b>	N/A
	<b>Planned Activities</b>	<p>Domestic Violence Intervention Services will use \$45,272, Youth services of Tulsa will use \$55,332, Tulsa Day Center will use \$54,514, and Legal Aid Services of Oklahoma will use \$26,157, to conduct shelter services. Restore Hope Ministries will receive \$30,181, the Family Safety Center will receive \$20,121 and Salvation Army will receive \$38,826 to provide Homelessness Prevention services.</p> <p>The City of Tulsa will conduct planning and administration activities including, but not limited to, programmatic and fiscal oversight of all funded activities. The City receives 7.5% (\$22,659) in administration for ESG.</p> <p>Housing Solutions will receive \$9,064 (3% of ESG award) to provide data collection services required by HUDs Homeless Management Information System (HMIS)</p>
<b>6</b>	<b>Project Name</b>	<b>Economic Development</b>
	<b>Target Area</b>	Peoria Avenue Bus Rapid Transit 11 <sup>th</sup> Street Bus Rapid Transit City wide
	<b>Goals Supported</b>	Economic Development
	<b>Needs Addressed</b>	Economic Development
	<b>Funding</b>	CDBG: \$2,040,000
	<b>Description</b>	Assistance in the form of loans, grants or technical assistance to private for-profit entities for creation or retention of jobs or for provision of goods and services. Technical assistance and training for micro-enterprise activities.
	<b>Target Date</b>	6/30/2022

	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Under this Project, 45 jobs will be created through economic development activities. Additionally, 10 businesses will receive technical assistance through a micro-enterprise program.
	<b>Location Description</b>	Peoria Avenue Bus Rapid Transit 11 <sup>th</sup> Street Bus Rapid Transit City wide
	<b>Planned Activities</b>	Tulsa Economic Development Corporation (TEDC) will provide low interest loans to assist businesses in order to create and/or retain jobs. TEDC will receive \$500,000 of entitlement funds. It is estimated that TEDC will receive and utilize another \$1,500,000 in revolving loan program income. In addition, \$40,000 of entitlement funds was awarded to Route 66 Main Street to provide technical assistance to businesses.
<b>7</b>	<b>Project Name</b>	<b>Public Facilities and Infrastructure Improvements</b>
	<b>Target Area</b>	Peoria Avenue Bus Rapid Transit 11 <sup>th</sup> Street Bus Rapid Transit City wide
	<b>Goals Supported</b>	Public Facilities and Infrastructure Improvements
	<b>Needs Addressed</b>	Public Facilities and Infrastructure Improvements
	<b>Funding</b>	CDBG: \$543,716
	<b>Description</b>	Acquisition, construction or rehabilitation to public facilities that is not for general government use, including, but may not be limited to, senior centers and transportation infrastructure.
	<b>Target Date</b>	6/30/2026
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	An estimated total of 6,910 people (65% low- and moderate-income), will benefit from the proposed activities.
	<b>Location Description</b>	Eugene Fields neighborhood, West Tulsa, OK Sidewalks: 4011 S 33rd W Ave; 6000-6100 S Newport Ave; 6400-6600 S Newport Ave; and 1100-1300 E 64th St.

	<b>Planned Activities</b>	<p>Tulsa Housing Authority will use \$330,000 in CDBG funds toward infrastructure improvements, associated with the 2017 Choice Neighborhood Initiative award. Improvements will be included but are not limited to, installation of new sidewalks and clearance and demolition activities.</p> <p>City of Tulsa Streets and Stormwater Department will utilize \$213,716 in CDBG funds to install sidewalks in low- and moderate-income areas.</p>
<b>8</b>	<b>Project Name</b>	<b>2021-2024 Tulsa Cares OKH21F002 (TC)</b>
	<b>Target Area</b>	City Wide
	<b>Goals Supported</b>	Essential Services Housing Subsidies
	<b>Needs Addressed</b>	Homeless / Special Populations Housing Subsidies / Assistance Public Services
	<b>Funding</b>	HOPWA: \$646,554
	<b>Description</b>	Provide housing and supportive services to low-income persons with HIV/AIDS.
	<b>Target Date</b>	6/30/2024
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	An estimated total of 118 individuals will be served with HOPWA assistance.
	<b>Location Description</b>	City wide
	<b>Planned Activities</b>	Tulsa CARES will utilize HOPWA funds totaling \$646,554 to provide TBRA, STRMU, permanent housing placements and support services to persons with HIV/AIDS.
<b>9</b>	<b>Project Name</b>	<b>Clearance and Demolition</b>
	<b>Target Area</b>	Peoria Avenue Bus Rapid Transit 11 <sup>th</sup> Street Bus Rapid Transit City wide
	<b>Goals Supported</b>	Clearance and Demolition

	<b>Needs Addressed</b>	Demolition of Substandard Buildings
	<b>Funding</b>	CDBG: \$415,000
	<b>Description</b>	Clearance or demolition of substandard structures and hazardous contaminants.
	<b>Target Date</b>	6/30/2022
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	Although no families will directly benefit from clearance and demolition activities, multiple neighborhoods will benefit from the demolition of 50 substandard buildings reducing unnecessary slum and blight conditions.
	<b>Location Description</b>	Low- and moderate-income census tracts within the City of Tulsa
	<b>Planned Activities</b>	The City of Tulsa Working in Neighborhoods Department will use \$415,000 to conduct Clearance and Demolition activities in low- and moderate-income census tracts in the City.

## **AP-50 Geographic Distribution – 91.220(f)**

### **Description of the geographic areas of the entitlement (including areas of low-income and minority concentration) where assistance will be directed**

In the development of the Consolidated Plan, 2 specific target areas were defined and approved beyond the city-wide target area. These areas all suffer with high levels of poverty and unemployment, and with the exception of a small proportion of the Peoria BRT route, all are designated as LMI census tracts.

### **Geographic Distribution**

<b>Target Area</b>	<b>Percentage of Funds</b>
City Wide	92%
Peoria BRT	5%
11 <sup>th</sup> Street BRT	3%

**Table 8 - Geographic Distribution**

### **Rationale for the priorities for allocating investments geographically**

Concentrating resources in specific geographies is necessary to adequately address the scale of needs and achieve short and long-term improvements to identified substandard conditions such as deteriorated housing and infrastructure, access to lead-based paint free housing, reconstruction, and overall revitalization. The City elects to focus activity in the areas of the City with a high concentration of poverty, unemployment and basic needs as well as areas where other City funds and private investments are anticipated as a basis for allocating investments geographically with the jurisdiction. The result of geographical allocation of HUD funding is efficient and effective use of the funds to elevate and create more opportunities for areas where needs are greatest.

### **Discussion**

The percentages listed above only represent funded projects that will be located exclusively within the target areas. The geographic distribution of funds for funded projects involving activities such as homeowner rehabilitation and Essential Services, where the location of services will vary during the year, will be included in the Consolidated Annual Performance and Evaluation Report (CAPER) due in September 2022.

# Affordable Housing

## AP-55 Affordable Housing – 91.220(g)

### Introduction

The City will utilize CDBG, HOME, ESG and HOPWA funds to support the following affordable housing goals.

Non-homeless households:

- CDBG will support the rehabilitation of 230 housing units.
- HOME will support 88 housing units.
- ESG will support 239 households with homelessness prevention assistance.

Special-needs households:

- HOPWA will support 118 households/persons with TBRA and STRUMU.

Tulsa CARES will utilize HOPWA funds to support 118 households/persons with Tenant Based Rental Assistance (TBRA) and Short Term Mortgage Rent Utility Assistance (STRUMU). Rental assistance will be provided in the form of Homelessness Prevention to 239 persons with ESG funds managed by Family Safety Center, Salvation Army, and Restore Hope Ministries respectively. A total of 357 households/persons will be served.

The rehabilitation of owner occupied units will be funded with both CDBG and HOME. CDBG funds will provide homeowners up to \$7,500 to carryout energy conservation and other repairs to ensure safe and sanitary living conditions. HOME funds will provide loans up to \$35,000 for major repairs of owner occupied housing. CDBG funds will support 230 housing units and HOME 13 housing units.

HOME funds will be used construct 2 new multi-family apartment complexes that will result in 7 low to moderate income households. In addition, HOME assistance will be provided to 32 low to moderate income households to purchase their first home.

HOME funds will also be used towards the rehabilitation of one apartment complex resulting in 30 additional HOME units.

<b>One Year Goals for the Number of Households to be Supported</b>	
Homeless	38
Non-Homeless	613
Special-Needs	18
Total	669

**Table 9 - One Year Goals for Affordable Housing by Support Requirement**

<b>One Year Goals for the Number of Households Supported Through</b>	
Rental Assistance	357
The Production of New Units	7
Rehab of Existing Units	273
Acquisition of Existing Units	32
Total	669

**Table 10 - One Year Goals for Affordable Housing by Support Type  
Discussion**

The number for Special-Needs is not duplicated in the other categories.

## **AP-60 Public Housing – 91.220(h)**

### **Introduction**

The City will continue to support public housing projects during the Consolidated Plan. The City will help support Tulsa Housing Authority with CDBG funds toward infrastructure improvements, specifically associated with the 2017 Choice Neighborhood Initiative award.

### **Actions planned during the next year to address the needs to public housing**

Tulsa Housing Authority was awarded \$330,000 this program year to support the Choice Neighborhood Initiative. Funds will be used for infrastructure improvements throughout the project property, which may include but are not limited to, sidewalks and clearance and demolition activities.

### **Actions to encourage public housing residents to become more involved in management and participate in homeownership**

The Housing Authority of the City of Tulsa (THA) provides Resource Centers at each of the remaining 6 public housing family communities. A computer lab is furnished on-site with updated systems and high-speed internet access which can be used for job searches and other related activities. The resource centers are staffed by Service Coordinators that provide intake, assessment, planning, coordination and delivery of services that support economic development and self-sufficiency. The service coordinators identify barriers, such as transportation, childcare, and education, and offer programs that will enhance the resident's quality of life and prepare them to enter the workforce, thereby breaking the cycle of poverty. The service coordinators also provide information to the residents to assist them with pursuing homeownership.

THA utilizes a ROSS Service Coordinator grant that provides case management services to residents with a focus on employment, education and self-sufficiency. The case managers work with the residents to set goals pertaining to developing and maintaining a budget, childcare and obtaining health care. The case manager also encourages residents to take advantage of Housing Partners of Tulsa's financial literacy and first-time homebuyer program.

Public housing residents are also encouraged to enroll in the Family Self-Sufficiency (FSS) Program. This program provides community support and resources to assist families with becoming self-sufficient. The Family Self-Sufficiency Coordinator meets with the interested resident and if selected for the program, the participant establishes a set of goals, such as employment or homeownership. Monthly meetings are held to assess progress and assist the participant with any barriers in reaching their stated goals. An incentive of the FSS is an escrow account; as the family's income increases, contributions are made to the escrow account on the family's behalf. Once the family is determined "Self-Sufficient" by meeting their goals and moving out of public housing, the money in the escrow account is paid to the participant. No conditions are imposed on the use of the money, but the family is encouraged to pursue homeownership and information on Homebuyer Education Programs is provided to the family.

Residents of THA communities are actively involved in the planning and development of programs for their communities. Each community is encouraged to establish a Resident Association which meets monthly to discuss areas of concern and plan events and activities for their communities. Each association has a set of by-laws that outlines how the association will operate. Training involving job duties, parliamentary procedures, communication and financial bookkeeping is provided to all Resident Association officers.

**If the PHA is designated as troubled, describe the manner in which financial assistance will be provided or other assistance**

The Housing Authority of the City of Tulsa is not designated as troubled.

**Discussion**

N/A

## **AP-65 Homeless and Other Special Needs Activities – 91.220(i)**

### **Introduction**

Rental Assistance will be provided in the form of Homelessness Prevention with ESG funds managed by the Family Safety Center, Salvation Army and Restore Hope Ministries. A total of 239 households will be served.

### **Describe the jurisdictions one-year goals and actions for reducing and ending homelessness including**

#### **Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs**

Although the City is not directly providing funds towards reaching out to homeless persons within the City of Tulsa, there are street outreach programs organized by faith-based and non-profit organizations that reach out to unsheltered individuals. The Tulsa City and County Continuum of Care lead agency, Housing Solutions, has a team of six Outreach Specialists and a Housing and Benefits Coordinator who coordinate street outreach services to unsheltered persons in the CoC geographic area. The team works seven days a week using a Housing First approach when providing transportation, case management, access to vital records (I.D.s, birth certificates) and mainstream benefits, and temporary non-congregate shelter for those who are highly vulnerable. Each individual is provided the opportunity to complete the common assessment, Vulnerability Index-Service Prioritization Delivery Assistance Tool (VI-SPDAT) and is entered into the Homeless Management Information System (HMIS) to ensure connection to housing resources through the Coordinated Entry System. Housing Solutions' Street Outreach Project includes a strong collaboration with several local nonprofits, city and county government, churches and faith-based organizations, and private citizens. The local government collaborative efforts are a key aspect of the outreach due to partnerships with the leadership at all levels including the Mayor's Office, Tulsa Police Department, City of Tulsa Working in Neighborhoods (code enforcement), Tulsa Fire Department and City Council members. In addition to direct services, some City Council members are strong advocates for homeless persons

#### **Addressing the emergency shelter and transitional housing needs of homeless persons**

The City of Tulsa is providing ESG and CDBG funds to 4 emergency shelters and to assist with shelter services and operations. The agencies receiving funds include Domestic Violence Intervention Services, Tulsa Day Center, Salvation Army, and Youth Services of Tulsa. Each shelter provides varying services or targets a specific population to avoid duplication of efforts in the community. Specialized assistance is provided to youth, victims of domestic violence and families with children. In addition to providing a safe place to stay the shelters provide services in the form of case management, child care, community voicemail, counseling, safety planning for victims of domestic violence, medical services, life skills, parenting, relationship skills, and therapeutic exercise classes and services to meet basic needs.

**Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again.**

Restore Hope Ministries, Family Safety Center, and Salvation Army will use funds for Homelessness Prevention by providing rent subsidies and other assistance so individuals and families have affordable access to safe and sanitary housing.

In addition to the shelter, Youth Services of Tulsa (YST) assists unaccompanied, homeless youth ages 17-24, through a coordinated referral and application process to quickly move out of homelessness and into transitional housing. While in housing, case management services are provided to increase personal, social, educational and occupational skills needed to transition into adulthood. Youth are also connected with mental health services and other YST and community services to ensure their needs are met and housing is sustained over time.

Mental Health Association Oklahoma will use HOME funds to rehabilitate Terrace View Apartments. Approximately 30% of the units at this location are set aside for persons in recovery or prevention of homelessness due to mental illness.

**Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: being discharged from publicly funded institutions and systems of care (such as health care facilities, mental health facilities, foster care and other youth facilities, and corrections programs and institutions); or, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs**

The City of Tulsa awarded funds to 2 programs that assist individuals being discharged from correctional facilities. The Center for Employment Opportunities will provide men and women that were formerly incarcerated and reside in North Tulsa with life skills education, transitional jobs, permanent job placement assistance, and retention services. Resonance Center for Women will provide incarcerated and formerly incarcerated females with relapse prevention education, job readiness training, domestic violence services, and education among other life skills training. Both projects work toward preventing individuals from becoming homeless after discharge.

There are a variety of efforts undertaken by the City of Tulsa and CoC member organizations to prevent homelessness. There are 5 primary preventative services offered by various provider organizations:

- Mortgage assistance
- Rental assistance
- Utilities assistance
- Counseling/advocacy
- Legal assistance
- Landlord/Tenant Outreach

Each service is designed to keep families housed by offering services and support during times of financial or legal difficulty. HOPWA funds will be provided for homelessness prevention to individuals diagnosed with HIV/AIDS and their families in the form of short-term rent, mortgage and utility assistance, tenant-based rental assistance, permanent housing placement and supportive services.

The Tulsa CoC's 2020-2024 Strategic Plan includes the goal of stopping homelessness before it begins. Through multi-sector collaboration community partners support this goal with action steps to improve discharge policies and supports to reduce the number of individuals that exit institutions and systems of care and end up in homelessness; create processes to improve service connections before and after discharge from corrections, health care (including mental health) and foster care systems; and extend resource availability for a longer period of time after discharge, including housing, employment support and community connections. The Tulsa CoC collaborates with the Oklahoma Department of Mental Health and Substance Abuse Services' housing navigator to assist clients through the homeless service system of care. In partnership with Community Action Project of Tulsa County, Housing Solutions created a new Landlord-Tenant Resource Center targeted to provide extremely low-income individuals and families, and property owners access to housing-related advocacy, legal services, and education. The Center also facilitates a focus group for both tenants and landlords to it is addressing the specific needs of the community.

The Housing Authority of the City of Tulsa (THA) has a policy in place which prioritizes subsidized housing for individuals who have a disability. In addition, THA solicited housing owners to apply for project-based vouchers targeted to properties that focus on support for individuals and families exiting homelessness. THA maintains a well-established Family Self-Sufficiency program to assist residents address housing, social service, and employment needs.

## **Discussion**

The City of Tulsa and homeless services providers, including Tulsa's CoC, are committed to providing solutions and serving the needs of individuals experiencing homelessness. The Tulsa CoC lead agency, Housing Solutions, empowers the local homeless system through the provision of free community-wide training aimed at supporting staff and leadership with the tools needed to serve the needs of our citizens. Trainings may include Housing-focused case management, motivational interviewing, LGBTQ+ Preparedness and Trauma-Informed Care.

The Tulsa City and County Continuum of Care, in alignment with the Strategic Plan, expanded the Written Standards with the creation of local Services Standards. In addition to the required elements of the ESG and CoC Written Standards, the Services Standards provides Tulsa's homeless service providers a guide for equitably delivering services across the continuum in a safe and inclusive way.

**AP-70 HOPWA Goals - 91.220 (I)(3)**

<b>One year goals for the number of households to be provided housing through the use of HOPWA for:</b>	
Short-term rent, mortgage, and utility assistance to prevent homelessness of the individual or family	80
Tenant-based rental assistance	38
Units provided in permanent housing facilities developed, leased, or operated with HOPWA funds	0
Units provided in transitional short-term housing facilities developed, leased, or operated with HOPWA funds	0
<b>Total</b>	<b>118</b>

## **AP-75 Barriers to Affordable Housing – 91.220(j)**

### **Introduction:**

**Actions it planned to remove or ameliorate the negative effects of public policies that serve as barriers to affordable housing such as land use controls, tax policies affecting land, zoning ordinances, building codes, fees and charges, growth limitations, and policies affecting the return on residential investment**

Public policies are meant to address the overall needs of citizens in the City. Yet, there are times where they may have a negative effect on certain aspects of the community, specifically affordable housing and residential investment. Affordable housing and public and private residential investments are key components in furthering fair housing in any community. The primary tool communities have for identifying contributing factors for these barriers to housing is an assessment of fair housing and fair housing choice. In 2020, the City updated the previous 2015 assessment. Analysis from the 2020 update has found:

- A limited supply of affordable housing and extensive cost burden, especially for extremely low- and very low- income renters, causing those renters to face significant affordability “gaps”; and
- Fair housing education is lacking and must be better understood by community residents and property owners.

The City plans corresponding actions designed to strengthen the supply of affordable housing and narrow the affordability “gaps.” Elements of those actions appear within this Consolidated Plan and beyond. Additionally, the City anticipates a review of public policies that may impede the development of affordable housing and to improve the understanding of their consequences.

The City’s actions identified in the 2020 assessment of fair housing include actions that will help to ameliorate barriers to affordable housing. These actions include addressing Disproportionate Housing Problems and Economic Barriers and also addressing Lack of Access to Transportation Options Reducing Housing and Economic Opportunities. Through these actions the City will work to give special consideration to rental housing development, particularly accessible housing, and will expand access to public transportation giving residents greater access to housing and economic opportunities.

**Discussion:** N/A

## **AP-85 Other Actions – 91.220(k)**

### **Introduction:**

The City will use CDBG, ESG, HOME and HOPWA funds to provide a variety of services within the City of Tulsa. The sections below address specific projects funded. A complete list of activities, by funding source, is included in Appendix A

### **Actions planned to address obstacles to meeting underserved needs**

For PY 2021, the City of Tulsa will provide funds to 29 external agencies and 2 City departments to conduct activities across this Annual Action Plan. By awarding a variety of agencies and multiple activities, the City is attempting to address obstacles to meeting the underserved needs of the community.

The City of Tulsa plans to serve 13,383 people with CDBG Essential Services, ESG and HOPWA funds. Broken down by funding source, CDBG Essential Services will account for approximately 10,124 people, Emergency Solutions will account for 3,141 people, and HOPWA will serve 118 people.

Public facility improvements will benefit 6,910 people and will meet the low to moderate income clientele national objective. This project will see the City of Tulsa's Streets and Stormwater Department installing new sidewalks in low and moderate income areas.

Through an economic development activity for small business loans, 45 jobs will be created of which at least 51% will be for low to moderate income persons. The CDBG funds are used to provide loans to businesses normally excluded from the economic mainstream. Additionally, through a micro enterprise program, 10 businesses will be provided with technical assistance.

The City of Tulsa's Working in Neighborhoods Department will use CDBG funds to conduct a clearance and demolition activity in low to moderate income census tracts within the City.

### **Actions planned to foster and maintain affordable housing**

The City of Tulsa has awarded funding that will foster and maintain affordable housing. Two agencies will conduct owner occupied housing rehabilitation projects for 243 homeowners and one agency will rehabilitate 30 rental units

HOME funds will be used construct 2 new multi-family apartment complexes that will serve 7 new low to moderate income households. In addition, HOME assistance will be provided to 32 low to moderate income households to purchase their first home.

### **Actions planned to reduce lead-based paint hazards**

The City of Tulsa ensures that inspections for lead-based paint (LBP) hazards will occur, as required, for all funded housing activities. Proper notifications will be provided regarding lead-based paint hazards. All housing units constructed prior to 1978 will be tested for LBP by a certified LBP inspector or Risk Assessor. If LBP is detected, all covered renovations will follow HUDs Lead Safe Housing Rules and be performed by certified firms using certified renovators and other trained workers.

### **Actions planned to reduce the number of poverty-level families**

The City identified priorities that will encompass services that assist in breaking the cycle of poverty. Of the proposals received, 16 were chosen for funding and will serve the following needs in an attempt to reduce the number of poverty level-families:

- Education programs for children and youth, including early childhood education, after school programs, and transitional living programs for homeless youth
- Mentoring, life skills, education, job training, and placement services for unemployed, underemployed, and those recently released from prison
- Crisis services for children, adults, and special populations
- Services to seniors and homeless individuals and families including transportation services

### **Actions planned to develop institutional structure**

During Program Year 2021, the City of Tulsa plans to continue providing training and technical assistance for all grant recipients to ensure the jurisdiction has a strong delivery system. Grant-specific roundtable sessions will be scheduled as needed. These have proven invaluable in the past by keeping an open dialogue with agencies regarding project activities, best practices, and compliance requirements.

### **Actions planned to enhance coordination between public and private housing and social service agencies**

Tulsa benefits from a strong and cohesive coalition of local government officials, service providers, lenders, and volunteers. These various groups coordinate effectively to avoid duplication of services and facilitate a delivery system which meets the needs of Tulsa's various populations. The City continues a targeted public outreach effort to educate and engage the public.

### **Discussion:**

N/A

## Program Specific Requirements

### AP-90 Program Specific Requirements – 91.220(I)(1,2,4)

#### Introduction:

The second year of the Five Year Consolidated Plan will see 29 external agencies and 2 City departments conducting 39 activities totaling \$6,558,813 in grant funding.

#### Community Development Block Grant Program (CDBG) Reference 24 CFR 91.220(I)(1)

Projects planned with all CDBG funds expected to be available during the year are identified in the Projects Table. The following identifies program income that is available for use that is included in projects to be carried out.

1. The total amount of program income that will have been received before the start of the next program year and that has not yet been reprogrammed	\$1,555,493
2. The amount of proceeds from section 108 loan guarantees that will be used during the year to address the priority needs and specific objectives identified in the grantee's strategic plan.	0
3. The amount of surplus funds from urban renewal settlements	0
4. The amount of any grant funds returned to the line of credit for which the planned use has not been included in a prior statement or plan	0
5. The amount of income from float-funded activities	0
<b>Total Program Income:</b>	<b>\$1,555,493</b>

#### Other CDBG Requirements

1. The amount of urgent need activities	0
2. The estimated percentage of CDBG funds that will be used for activities that benefit persons of low and moderate income. Overall Benefit - A consecutive period of one, two or three years may be used to determine that a minimum overall benefit of 70% of CDBG funds is used to benefit persons of low and moderate income. Specify the years covered that include this Annual Action Plan.	75.00%

**HOME Investment Partnership Program (HOME)**  
**Reference 24 CFR 91.220(l)(2)**

1. A description of other forms of investment being used beyond those identified in Section 92.205 is as follows:

The City of Tulsa does not use any form of assistance that is not described in Section 92.205(b).

2. A description of the guidelines that will be used for resale or recapture of HOME funds when used for homebuyer activities as required in 92.254, is as follows:

The City of Tulsa homeownership program activity uses the recapture provisions of 24 CFR 92.254(a)(4)(ii). It is believed this process is the closest to normal market approaches to financing, the easiest for borrowers to understand, enables the deed restriction requirements of the alternative option to be avoided (which we believe constitutes a barrier to private financing participation), and better enables HOME funds to be marketed in coordination with other private lending. An ongoing homeownership assistance activity has been the City's goal and is in keeping with the basic HOME program descriptions.

A purchaser of a property may apply for and be provided HOME assistance subject to the property and said buyer meeting HOME program eligibility criteria, a written agreement to comply with program terms and conditions, and the availability of funds. Mortgages include the "principal residence" requirement of the program during the affordability period, failure of which will constitute a default of the second mortgage.

The recapture option is a mechanism to recapture all or a portion of the direct HOME subsidy if the HOME recipient decides to sell the house within the affordability period at whatever price the market will bear. Forgiveness will be tied to the length of time the homebuyer has occupied the home in relation to the period of affordability and the net proceeds of the sale. The affordability period is based on the amount of HOME funds provided for the property and is forgiven as designated in the DGA HOME policies and procedures. Calculations for the recapture include the HOME Investment, the Homebuyer Investment, and the Net Proceeds. These are defined as:

1. HOME Investment is all HOME funds contributed to the unit and any direct subsidies consisting of any financial assistance that reduces the purchase price from fair market value to an affordable price, or otherwise subsidizes the purchase;
2. Homebuyer Investment consists of the portion of initial down payment paid by the homebuyer combined with the value of any capital improvements made with the homebuyer funds; and
3. Net Proceeds are the sales price minus closing costs and any non-HOME loan repayments. To allow low-income homebuyers to retain some equity in their property should they need to sell, the City of Tulsa recaptures HOME funds using the following steps:

a) Reduction during affordability period. The HOME investment amount to be recaptured will be reduced on a prorated basis for the time the homeowner has owned and occupied the housing measured against the required affordability period;

b) Owner investment returned first. From the net proceeds of the sale, the homebuyer may recover their entire investment before the HOME investment is recaptured; and

c) Shared Net Proceeds. If the net proceeds are not sufficient to recapture the full HOME investment (or a reduced amount according to the time the homeowner occupied the home), plus enable the homeowner to recover the amount of their down payment and any capital improvement investment made since purchase, the net proceeds will be divided proportionally. The formula used will be HOME Investment multiplied by Net Proceeds divided by HOME Investment plus Homeowner Investment equals HOME Recapture.

3. A description of the guidelines for resale or recapture that ensures the affordability of units acquired with HOME funds? See 24 CFR 92.254(a)(4) are as follows:

The administration of homebuyer programs includes thoroughly informing each potential homebuyer of all the requirements under the HOME Program. This will ensure they understand what is required through the affordability period and the recapture provisions if they sell the property prior to the expiration of the affordability period. This information is included in the Homebuyer Written Agreement and explained verbally by a housing counselor. In addition, a Second Mortgage is executed at closing and is not released until after the affordability period has expired. Provisions in these documents include the following criteria, which are verified annually until the end of the affordability period:

- Principle Residence
- Current on Mortgage, Taxes, and Insurance
- Upkeep of Property (no code violations from the City of Tulsa)

All organizations that administer the program for the City are required to keep an inventory of all properties that remain under the affordability period. This information is submitted to Grants Administration at the end of each program year.

4. Plans for using HOME funds to refinance existing debt secured by multifamily housing that is rehabilitated with HOME funds along with a description of the refinancing guidelines required that will be used under 24 CFR 92.206(b), are as follows:

The City of Tulsa does not use HOME funds to refinance existing debt.

**Emergency Solutions Grant (ESG)  
Reference 91.220(l)(4)**

1. Include written standards for providing ESG assistance (may include as attachment)

In accordance with 24 CFR 576.400(d) the City of Tulsa has adopted written standards for the provision of ESG assistance in collaboration with the Tulsa Continuum of Care (CoC). These written standards are included in Appendix E.

2. If the Continuum of Care has established centralized or coordinated assessment system that meets HUD requirements, describe that centralized or coordinated assessment system.

Tulsa's Continuum of Care's coordinated entry system is All Doors Open. This system is designed to provide each individual or family with adequate services and support to meet their housing needs, with a focus on returning them to housing as quickly as possible. The components of All Doors Open are listed below.

- a. Access and Screening
- b. Assessment
- c. Prioritization and By-Name List(s)
- d. Case Conferencing
- e. Referral
- f. Placement

The system operates with a decentralized "no-wrong-door" system of access, so that persons in need can enter the system at multiple participating agencies in different geographic locations. All Doors Open strives to be inclusive and continuously seeks partnerships with public service institutions (health departments, county clinics, human services), faith-based organizations, other institutions (hospitals and jails), and mainstream resources to serve as access points.

At various provider access points, individuals and families experiencing a housing crisis complete a screening tool that considers the individual or family's need for specialized services and the ability to prevent or divert the individual or family from experiencing homelessness. Should homelessness not be avoidable, a standardized common assessment tool is used to determine the individual or family's vulnerability. The common assessment tool is integrated into the Homeless Management Information System (HMIS) and may be conducted at partner agencies, including shelters, drop-in centers, transitional housing programs, outreach programs, telephonically, or wherever people who are experiencing homelessness first enter Tulsa's coordinated entry system.

Housing programs, including permanent supportive housing, rapid re-housing, transitional housing and safe-haven housing fill available spaces in their programs from a By-Name-List of eligible individuals and families generated from HMIS. To ensure the most vulnerable are housed first, the By-Name-List is prioritized based on common assessment scores and length of time homeless. This coordination improves the targeting of housing resources and reduces the need for people to separately seek assistance at various partner providers.

The HMIS system is fully compliant with HUD's requirement for victim services and does not include domestic abuse service providers.

3. Identify the process for making sub-awards and describe how the ESG allocation available to private nonprofit organizations (including community and faith-based organizations).

The HUD grant selections are made through a joint process adopted by the Tulsa City Council and Mayor in which applications are accepted from non-profit agencies serving within the corporate limits of the City of Tulsa. Through public meetings and surveys the HUD Community Development Committee determine the needs of the community, sets the funding priorities, and reviews the community development plan. The Continuum of Care and/or member agencies present homeless needs at the Needs Assessment Public Hearing. Applications are created based on the priority needs determined by the committee and grant guidelines. Upon review of the applications, the HUD Community Development Committee submits funding recommendations to the Mayor and City Council for approval. A member of the Continuum of Care is appointed by the Mayor to serve on the HUD Community Development Committee for the award of ESG funds as well as the other HUD funds.

4. If the jurisdiction is unable to meet the homeless participation requirement in 24 CFR 576.405(a), the jurisdiction must specify its plan for reaching out to and consulting with homeless or formerly homeless individuals in considering policies and funding decisions regarding facilities and services funded under ESG.

As part of the written agreement, subrecipients are required to provide for the participation of a homeless individual or formerly homeless individual in a policy-making function within the organization. This may include involvement of a homeless or formerly homeless person on the Board of Directors or similar entity that considers and sets policy or makes decisions for the organization.

5. Describe performance standards for evaluating ESG.

The City of Tulsa contractually holds subrecipients responsible for meeting the accomplishments established for each grant activity in a written agreement. Each agency is also required to report program outcomes and participant demographics into HMIS and submit quarterly reports to the City. The City works closely with subrecipients and the CoC to develop program and service outcome benchmarks. The *AWH4T Outcome Standards* are used as a guideline for ensuring the success and effectiveness of all homeless programs, including ESG. These standards are included in Appendix E. The 4 goals included in the standards include:

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



## APPENDICES



# Appendix A



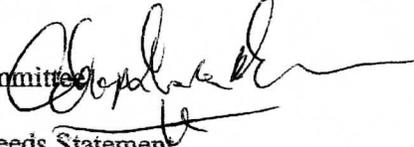


**MEMORANDUM**

GRANTS ADMINISTRATION

**DATE:** Sept 11, 2020

**TO:** Hon. G.T. Bynum, Mayor of Tulsa  
Ben Kimbro, Chair of City Council (District 9)  
Vanessa Hall-Harper, Vice-Chair of City Council (District 1)  
Jeannie Cue, Councilor District 2  
Crista Patrick, Councilor District 3  
Kara Joy McKee, Councilor District 4  
Cass Fahler, Councilor District 5  
Connie Dodson, Councilor District 6  
Lori Decter Wright, Councilor District 7  
Phil Lakin, Jr., Councilor District 8

**FROM:** HUD Community Development Committee 

**SUBJECT:** 2021 Annual Action Plan Priority Needs Statement

**CC:** Amy Brown, Deputy Mayor  
Jack Blair, Chief of Staff  
Nick Doctor, Community Development & Policy Chief  
James Wagner, Director, Finance Department  
Gary Hamer, Manager, Capital Planning and Grants

During a Meeting of the Housing and Urban Development (HUD) Community Development Committee, held September 10, 2020 the Committee considered recommendations of priority needs for the 2021 Annual Action Plan. After thorough review of needs identified by the community, the Committee approved that including these recommended needs will enable the City to show tangible results in typically underserved areas and benefits for underserved persons.

Per Ordinance No. 23598, please find attached the Committee's recommendations for your review and recommendation

Should you require any additional information or other supporting documentation, please contact Gary Hamer at 596-7573. Thank you.

DATE: Sept 11, 2020

TO: Hon. G.T. Bynum, Mayor of Tulsa  
Ben Kimbro, Chair of City Council (District 9)  
Vanessa Hall-Harper, Vice-Chair of City Council (District 1)  
Jeannie Cue, Councilor District 2  
Crista Patrick, Councilor District 3  
Kara Joy McKee, Councilor District 4  
Cass Fahler, Councilor District 5  
Connie Dodson, Councilor District 6  
Lori Decter Wright, Councilor District 7  
Phil Lakin, Jr., Councilor District 8

FROM: HUD Community Development Committee

SUBJECT: 2021 Annual Action Plan Priority Needs Statement

CC: Amy Brown, Deputy Mayor  
Jack Blair, Chief of Staff  
Nick Doctor, Community Development & Policy Chief  
James Wagner, Director, Finance Department  
Gary Hamer, Manager, Capital Planning and Grants

During a Meeting of the Housing and Urban Development (HUD) Community Development Committee, held September 10, 2020 the Committee considered recommendations of priority needs for the 2021 Annual Action Plan. After thorough review of needs identified by the community, the Committee approved that including these recommended needs will enable the City to show tangible results in typically underserved areas and benefits for underserved persons.

Per Ordinance No. 23598, please find attached the Committee's recommendations for your review and recommendation.

Should you require any additional information or other supporting documentation, please contact Gary Hamer at 596-7573. Thank you.

### Program Year 2021 Priority Needs

1	Housing Acquisition, Construction & Rehabilitation
2	Essential Services
3	Homeless/Special Populations
4	Economic Development
5	Public Facilities and Infrastructure Improvements
6	Housing Subsidies/Assistance
7	Demolition of Substandard Buildings

### Program Year 2021 Goals & Descriptions

1	<b>Goal Name</b>	<b>Acquisition and New Construction of Housing</b>
	<b>Goal Description</b>	Acquisition or new construction of affordable single-family and multi-family rental units with special consideration given to housing for seniors and those with physical disabilities. Down payment and closing cost assistance for first-time homebuyers.
2	<b>Goal Name</b>	<b>Housing Rehabilitation</b>
	<b>Goal Description</b>	Rehabilitation of owner occupied housing. Rehabilitation of multi-family rental housing, with special consideration given to housing with units for seniors and those with physical disabilities.
3	<b>Goal Name</b>	<b>Essential Services</b>
	<b>Goal Description</b>	Crisis services for children, adults, and special populations, educational programs for children and youth, employment training and placement services, food security, services for seniors and the homeless, shelter operations and services, housing counseling, and transportation services.
4	<b>Goal Name</b>	<b>Emergency Shelter</b>
	<b>Goal Description</b>	Shelter operations and services for the homeless and special populations.
5	<b>Goal Name</b>	<b>Economic Development</b>
	<b>Goal Description</b>	Assistance in the form of loans, grants or technical assistance to private for profit entities for creation or retention of jobs or for provision of goods and services. Technical assistance and training for microenterprise activities.
6	<b>Goal Name</b>	<b>Public Facilities and Infrastructure Improvements</b>
	<b>Goal Description</b>	Acquisition, construction or rehabilitation to public facilities that is not for general government use, including, but may not be limited to, senior centers and transportation infrastructure.
7	<b>Goal Name</b>	<b>Rental Housing Subsidies</b>
	<b>Goal Description</b>	Rental housing subsidies which will assist households to become or remain housed, including households with disabilities and special needs.
8	<b>Goal Name</b>	<b>Clearance and Demolition</b>
	<b>Goal Description</b>	Clearance or demolition of substandard structures and hazardous contaminants.

# Report or Study

Version 1.1 released on 10/8/18

New form to be used for various reports and/or studies for the Mayors Review/Approval.

**APPROVED**  
MAR 24 2021  
Tulsa City Council



<b>CITY COUNCIL USE ONLY</b>		Tracking #: <u>21-111-111</u>	<b>CITY CLERK USE ONLY</b>	
Date Received: _____	Committee: <u>PV</u>	Hearing Date: _____	Date: <u>03-31-2021</u>	Item#: <u>2102-00307</u>
Committee Date: <u>2-24-21</u>	2 <sup>nd</sup> Agenda Date: _____	2 <sup>nd</sup> Agenda Date: _____		

All department items requiring Council approval must be submitted through the Mayor's Office.

## Primary Details

Board Approval	Other Board Name	City Council Approval <input checked="" type="radio"/> Yes <input type="radio"/> No
Department <u>Finance</u>	Contact Name <u>Gary Hamer</u>	Phone <u>918 596-7573</u>
Report/Study Date <u>2/9/21</u>	Report/Study Name <u>HUD Funding Recommendations for Program Year 2021-2022</u>	Email <u>ghmaer@cityoftulsa.org</u>

## Budget

Funding Source(s)

TOTAL:

Enter the funding source(s) using the appropriate Munis funding format: Org (Allocation Code)-Object-Amount (1001211-531401-\$10.00) or Project Sling-Amount (144104 AbstrTitle5413102.6001-4043122-541102-\$30,000.01)

## Approvals

DocuSigned by: [Signature]

Mayor's Office Review: Department: [Signature]

Legal: \_\_\_\_\_

Board: \_\_\_\_\_

Mayor: [Signature]

Other: \_\_\_\_\_

Date: 2/11/2021

Date: 2-11-21

Date: February 17, 2021

Date: \_\_\_\_\_

Date: MAR 31 2021

## Summary

Background Information: After Council Approval

In accordance with Title 12, Chapter 8, TRO, please find attached the Committee's funding recommendations for your review and recommendation. Section 804, Paragraph F (7), states within 10 business days of being placed on the Mayor's agenda the Mayor may review the recommendations and submit them to the City Council or may recommend changes and submit them to the City Council.

Recommended changes to funding recommendations submitted by the Mayor must meet at least one of the annual priorities set by the Development Committee for the program year being approved and provide a written justification for the change.

Provide background information on the requested action.

### Summation of the Requested Action

It is requested that the Mayor approve recommendations or make suggested changes and forward to the City Council for review and consideration.

Summarize the pertinent details of the requested action

### Other Pertinent Details

Provide any additional information that should be considered when considering approval of this contract document

## Processing Information for City Clerk's Office

### Post Execution Processing

- Mail vendor copy (add'l signature copies attached)
- Must be filed with other governmental entity
- Add'l governmental entity approval(s) required

### Additional Routing and Processing Details

Please return an electronic copy to Grants Administration. Thank you.

# Report or Study

Version 1.1 released on 10/8/18

New form to be used for various reports and/or studies for the Mayors Review/Approval.



<b>CITY COUNCIL USE ONLY</b>		<b>CITY CLERK USE ONLY</b>	
Date Received: _____	Tracking #: _____	<input type="checkbox"/> Scanned	Date: <u>02.17.2021</u>
Committee Date: _____	Committee: _____	<input type="checkbox"/> Posted	Item #: <u>2102_00307</u>
1 <sup>st</sup> Agenda Date: _____	Hearing Date: _____		
	2 <sup>nd</sup> Agenda Date: _____		

All department items requiring Council approval must be submitted through the Mayor's Office.

## Primary Details

<b>Board Approval</b>	<b>Other Board Name</b>	<b>City Council Approval</b>
_____	_____	<input checked="" type="radio"/> Yes <input type="radio"/> No
<b>Department</b>	<b>Contact Name</b>	<b>Phone</b>
Finance	Gary Hamer	918 596-7573
<b>Report/Study Date</b>	<b>Email</b>	
2/9/21	ghmaer@cityotulsa.org	
<b>Report/Study Name</b>		
HUD Funding Recommendations for Program Year 2021-2022		

## Budget

**Funding Source(s)**

\_\_\_\_\_

**TOTAL:**

Enter the funding source(s) using the appropriate Munis funding format: Org (Allocation Code)-Object-Amount (1001211-531401-\$10.00) or Project Sting-Amount (144104.AbstTitle5413102.6001-4043122-541102-\$30,000.01)

## Approvals

**Department:** Legal

**Legal:** \_\_\_\_\_

**Board:** \_\_\_\_\_

**Mayor:** \_\_\_\_\_

**Other:** \_\_\_\_\_

**Date:** 2/11/2021

**Date:** 2-11-21

**Date:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## Summary

**Background Information**

In accordance with Title 12, Chapter 8, TRO, please find attached the Committee's funding recommendations for your review and recommendation. Section 804, Paragraph F (7), states within 10 business days of being placed on the Mayor's agenda the Mayor may review the recommendations and submit them to the City Council or may recommend changes and submit them to the City Council. Recommended changes to funding recommendations submitted by the Mayor must meet at least one of the annual priorities set by the Development Committee for the program year being approved and provide a written justification for the change.

**Summation of the Requested Action**

It is requested that the Mayor approve recommendations or make suggested changes and forward to the City Council for review and consideration.

**Other Pertinent Details**

\_\_\_\_\_

## Processing Information for City Clerk's Office

<b>Post Execution Processing</b>	<b>Additional Routing and Processing Details</b>
<input type="checkbox"/> Mail vendor copy (add'l signature copies attached)	Please return an electronic copy to Grants Administration. Thank you.
<input type="checkbox"/> Must be filed with other governmental entity	
<input type="checkbox"/> Add'l governmental entity approval(s) required	



## TULSA CITY COUNCIL

March 25, 2020

Honorable Mayor G.T. Bynum  
175 East Second Street, 15<sup>th</sup> Floor  
Tulsa, Oklahoma 74103

*Re: Transmittal of the City Council's Changes to the HUD Community Development Committee  
Recommended Allocations for Program Year 2021.*

---

Honorable Mayor Bynum:

Pursuant to Tulsa Revised Ordinances, Title 12, Chapter 8, Subsection 804.F.8, the City Council modified and approved the HUD Community Development Committee's recommendations for Community Development Block Grants (CDBG), Home Investment Partnerships Program (HOME), Emergency Shelter or Emergency Solutions Grants (ESG), and Housing Opportunities for Persons with AIDS (HOPWA) programs submitted to them for Program Year 2021. Specifically, the Council amended the recommendation from the HUD Community Development Committee for Program Year 2021 by removing the allocation of \$163,250.00 to the Tulsa Children's Coalition (TCC) and reallocated those funds to Essential Services programs receiving an average score of 20 or greater, as reflected in Revised Essential Service Scenario 1, presented to the City Council at their Urban and Economic Committee meeting yesterday. As grounds for this amendment, the Council found that the ongoing COVID-19 Pandemic justifies this reallocation and directed me to provide you with this written statement of this justification, as required in Title 12, Tulsa Revised Ordinances, Subsection 804.F.8.

Attached is a Program Year 2021 HUD Grant Funding Allocation Worksheet reflecting this year's allocations, as approved by the Council yesterday.

Respectfully,

Patrick Boulden  
City Council Administrator

Attachment

Available grant totals have been updated per HUD PY21 allocations released 2/25/2021

HOPWA					
#	Agency	Project/Activity/Program	Amount Requested	Average Score	Tulsa Council Final Funding Approval and HUD CDC Contingencies
1	HIV Resource Consortium, Inc. DBA TulsaCARES	Housing Care Program	\$ -	Renewal-Yr2	\$ 646,554.00
Total Requested for HOPWA			\$ -		\$ 646,554.00
Total Admin for HOPWA			\$ 17,809.00		\$ 19,996.00
Total Available for HOPWA*			\$ 666,550.00	→	\$ 666,550.00

HUD CDC Recommendations based on Estimated 2021 Allocations
\$ 575,826.00
\$ 575,826.00
\$ 17,809.00
\$ 593,635.00

ESG					
#	Agency	Project/Activity/Program	Amount Requested	Average Score	Tulsa Council Final Funding Approval and HUD CDC Contingencies
1	Housing Solutions	Sharelink	\$ 9,064.00	NA	\$ 9,064.00
Total Available for ESG HMIS			\$ 9,064.00	→	\$ 9,064.00
1			\$ -		\$ -
Total Requested for ESG Rapid Rehousing			\$ -	→	\$ -

HUD CDC Recommendations based on Estimated 2021 Allocations
\$ 9,010.00
\$ 9,010.00
\$ -
\$ -

1	Restore Hope Ministries	Homeless Prevention Initiative	\$ 35,000.00	23.2	\$ 30,181.00
2	Salvation Army	Intensive Homelessness Prevention Program	\$ 50,000.00	23	\$ 38,826.00
3	Family Safety Center	Hope Project	\$ 25,000.00	21	\$ 20,121.00
Total Requested for ESG Homelessness Prevention			\$ 110,000.00	→	\$ 89,128.00
PY 21 ESG Rapid Rehousing / Homeless prevention Available			\$ 89,128.00	→	\$ 89,128.00

\$ 30,000.00
\$ 38,593.00
\$ 20,000.00
\$ 88,593.00
\$ 88,593.00

1	Youth Services of Tulsa	Adolescent Emeergency Shelter	\$ 60,000.00	25	\$ 55,332.00
2	Legal Aid Services of Oklahoma, Inc.	Homeless Legal Assistance Project	\$ 28,570.00	24.2	\$ 26,157.00
3	Domestic Violence Intervention Services	Emergency Shelter Advocacy	\$ 54,045.00	23.6	\$ 45,272.00
4	Tulsa Day Center	Tulsa Day Center Shelter Operations	\$ 80,000.00	22.2	\$ 54,514.00
Total Requested for ESG Shelter			\$ 222,615.00		
PY 21 ESG Shelter Available			\$ 181,275.00	→	\$ 181,275.00
Total Requested for ESG			\$ 341,679.00		
Total Admin for ESG			\$ 22,659.00		\$ 22,659.00
Total Available for ESG			\$ 302,126.00	→	\$ 302,126.00

\$ 55,000.00
\$ 26,000.00
\$ 45,000.00
\$ 54,187.00
\$ 180,187.00
\$ 22,523.00
\$ 300,313.00

**HOME**

#	Agency	Project/Activity/Program	Amount Requested	Average Score	Tulsa Council Final Funding Approval and HUD CDC Contingencies
1	City of Tulsa Working in Neighborhoods	Homeowner Rehabilitation	\$ 700,000.00	N/A	\$ 459,748.07
2	Mental Health Association OK	Terrace View Apartments (Rehabilitation)	\$ 897,862.00	23.6	\$ 892,828.00
3	Housing Partners of Tulsa	Down Payment Assistance Program	\$ 160,000.00	22.8	\$ 160,000.00
4	Housing Partners of Tulsa	Homeowner Rehabilitation	\$ 360,000.00	19	\$ -
<b>Total Requested for HOME</b>			<b>\$ 1,757,862.00</b>		<b>\$ 1,512,576.07</b>

Total Admin for HOME \$ 178,731.00

\$ 178,731.00

**CHDO Projects**

1	Vintage Housing, Inc.	Whittier Villias (New Construction-Add'l Funding)	\$ 256,882.00	20	\$ 256,882.00
2	Boomtown Development Company	Harvard Apartments (New Construction)	\$ 600,000.00	17.6	\$ 600,000.00
<b>PY19 CHDO Requirement (15%)</b>			<b>\$ 269,156.00</b>		<b>\$ 856,882.00</b>

Total Available for HOME\* \$ 2,548,189.07

\$ 2,548,189.07

HUD CDC Recommendations based on Estimated 2021 Allocations	
\$	459,748.47
\$	897,862.00
\$	160,000.00
\$	-
\$	<b>1,517,610.47</b>

\$ 179,437.00

\$	256,882.00
\$	600,000.00
\$	<b>856,882.00</b>

\$ 2,553,929.47

**CDBG Economic & Physical Development**

#	Agency	Project/Activity/Program	Amount Requested	Average Score	Tulsa Council Final Funding Approval and HUD CDC Contingencies
1	City of Tulsa Streets & Stormwater Dept.	PY21 Sidewalks	\$ 1,995,809.00	N/A	\$ 161,352.00
2	City of Tulsa Working in Neighborhoods	WIN Housing Services - Project Delivery Cost ER & HM	\$ 378,560.00	N/A	\$ 390,000.79
3	City of Tulsa Working in Neighborhoods	Emergency Repairs Program	\$ 900,000.00	N/A	\$ 800,000.00
4	City of Tulsa Working in Neighborhoods	WIN - Demolition	\$ 600,000.00	N/A	\$ 415,000.00
5	Tulsa Housing Authority	Choice Neighborhood Year 3 of 6 Year Commitment	\$ 330,000.00	N/A	\$ 330,000.00
<b>Total Requested for Non Competitive CDBG</b>			<b>\$ 4,204,369.00</b>		

Total Available for Non-Competitive CDBG \$ 2,096,352.79

\$ 2,096,352.79

HUD CDC Recommendations based on Estimated 2021 Allocations	
\$	161,352.00
\$	390,000.79
\$	800,000.00
\$	415,000.00
\$	330,000.00

\$ 2,096,352.79

1	Tulsa Economic Development Corp	Small Business Loan Fund	\$ 1,000,000.00	23.2	\$ 500,000.00
2	Tulsa Rt 66 Main Street	Microenterprise Program	\$ 40,000.00	20.2	\$ 40,000.00
1	Tulsa Childrens Coalition	Playground Safety Upgrades at Disney Preschool	\$ 163,250.00	26.4	\$ -
2	Housing Partners of Tulsa	Down Payment Assistance Project Delivery	\$ 48,000.00	23.6	\$ 48,000.00
3	Housing Partners of Tulsa	HO Rehab Project Delivery	\$ 108,000.00	17.4	\$ -
4	Area Councils for Community Action, Inc.	Housing Energy Conservation	\$ 100,000.00	14.8	\$ 50,000.00

Total Requested for Competitive CDBG Economic & Physical Development \$ 1,459,250.00

Total Available for Competitive CDBG Economic & Physical Development \$ 638,000.00

Total Available CDBG Physical and Economic Development \$ 2,734,352.79

\$ 638,000.00

\$ 2,734,352.79

\$ 801,250.00

\$ 2,897,602.79





**MEMORANDUM  
HUD COMMUNITY  
DEVELOPMENT COMMITTEE**

**DATE:** February 9, 2021

**TO:** Hon. G.T. Bynum, Mayor of Tulsa

Vanessa Hall-Harper, Chair of City Council (District 1)  
Lori Decter Wright, Vice-Chair of City Council (District 7)  
Jeannie Cue, Councilor District 2  
Crista Patrick, Councilor District 3  
Kara Joy McKee, Councilor District 4  
Mykey Arthrell-Knezek, Councilor District 5  
Connie Dodson, Councilor District 6  
Phil Lakin, Jr., Councilor District 8  
Jayme Fowler, Councilor District 9

**FROM:** Calvin Moniz   
Chair, HUD Community Development Committee

**SUBJECT:** HUD Funding Recommendations for Program Year 2021-2022

**CC:** Amy Brown, Deputy Mayor  
Jack Blair, Chief of Staff  
James Wagner, Director, Finance Department  
Gary Hamer, Manager, Capital Planning and Grants

During a meeting of the HUD Community Development Committee, held February 9, 2021 in the One Technology Center 10<sup>th</sup> Floor North Conference room, the Committee approved funding recommendations for Program Year 2021 Community Development Block Grant (CDBG), Home Investment Partnerships Program (HOME), Housing Opportunities for Persons with Aids (HOPWA) and Emergency Solution Grant (ESG) Funds. After thorough review of the applications, the Committee believes these recommendations are in accordance with priorities of the Consolidated and Annual Action Plans.

In accordance with Title 12, Chapter 8, Tulsa Revised Ordinances, please find attached the Committee's funding recommendations for your review and recommendation. Section 804, Paragraph F (7), states within ten (10) business days of being placed on the Mayor's agenda the Mayor may review the recommendations and submit them to the City Council or may recommend changes and submit them to the City Council. Recommended changes to funding recommendations submitted by the Mayor must meet at least one (1) of the annual priorities set by the Development Committee for the program year being approved and provide a written justification for the change.

Should you require any additional information or other supporting documentation, please contact the Grants Administration at (918) 596-9084. Thank you.

<b>HOPWA</b>				
#	Agency	Project/Activity/Program	Amount Requested	Recommended Funding
1	HIV Resource Consortium, Inc. DBA TulsacARES	Housing Care Program	\$0.00	\$575,826.00
<b>Total Requested for HOPWA</b>			<b>\$0.00</b>	<b>\$575,826.00</b>
<b>Total Admin for HOPWA</b>			<b>\$17,809.00</b>	
<b>Total Available for HOPWA*</b>			<b>\$593,635.00</b>	

<b>ESG</b>					
#	Agency	Project/Activity/Program	Amount Requested	Average Score	Recommended Funding
1	Housing Solutions	Sharelink	\$9,010.00	NA	\$9,010.00
<b>Total Available for ESG HMIS</b>			<b>\$9,010.00</b>		<b>\$9,010.00</b>

1			\$0.00		\$0.00
<b>Total Requested for ESG Rapid Rehousing</b>			<b>\$0.00</b>		<b>\$0.00</b>

1	Restore Hope Ministries	Homeless Prevention Initiative	\$35,000.00	23.2	\$30,000.00
2	Salvation Army	Intensive Homelessness Prevention Program	\$50,000.00	23	\$38,593.00
3	Family Safety Center	Hope Project	\$25,000.00	21	\$20,000.00
<b>Total Requested for ESG Homelessness Prevention</b>			<b>\$110,000.00</b>		<b>\$88,593.00</b>

**PY 20 ESG Rapid Rehousing / Homeless prevention Available** **\$88,593.00**

1	Youth Services of Tulsa	Adolescent Emergency Shelter	\$60,000.00	25	\$55,000.00
2	Legal Aid Services of Oklahoma, Inc.	Homeless Legal Assistance Project	\$28,570.00	24.2	\$26,000.00
3	Domestic Violence Intervention Services	Emergency Shelter Advocacy	\$54,045.00	23.6	\$45,000.00
4	Tulsa Day Center	Tulsa Day Center Shelter Operations	\$80,000.00	22.2	\$54,187.00
<b>Total Requested for ESG Shelter</b>			<b>\$222,615.00</b>		

**PY 21 ESG Shelter Available** **\$180,187.00**

<b>Total Requested for ESG</b>			<b>\$341,625.00</b>		
<b>Total Admin for ESG</b>			<b>\$22,523.00</b>		<b>\$22,523.00</b>
<b>Total Available for ESG</b>			<b>\$300,313.00</b>		<b>\$300,313.00</b>

**HOME**

#	Agency	Project/Activity/Program	Amount Requested	Average Score	Recommended Funding
1	City of Tulsa Working in Neighborhoods	Homeowner Rehabilitation	\$700,000.00	N/A	\$459,748.47
2	Mental Health Association OK	Terrace View Apartments (Rehabilitation)	\$897,862.00	23.6	\$897,862.00
3	Housing Partners of Tulsa	Down Payment Assistance Program	\$160,000.00	22.8	\$160,000.00
4	Housing Partners of Tulsa	Homeowner Rehabilitation	\$360,000.00	19	\$0.00
<b>Total Requested for HOME</b>			<b>\$1,757,862.00</b>		<b>\$1,517,610.47</b>
<b>Total Admin for HOME</b>			<b>\$179,437.00</b>		

**CHDO Projects**

1	Vintage Housing, Inc.	Whittier Villas (New Construction-Add'l Funding)	\$256,882.00	20	\$256,882.00
2	Boontown Development Company	Harvard Apartments (New Construction)	\$600,000.00	17.6	\$600,000.00
<b>PY19 CHDO Requirement (15%)</b>			<b>\$269,156.00</b>		<b>\$856,882.00</b>
<b>Total Available for HOME*</b>			<b>\$2,553,929.47</b>		<b>\$2,553,929.47</b>

**CDBG Economic & Physical Development**

#	Agency	Project/Activity/Program	Amount Requested	Average Score	Recommended Funding
1	City of Tulsa Streets & Stormwater Dept.	PV21 Sidewalks	\$1,995,809.00	N/A	\$161,352.00
2	City of Tulsa Working in Neighborhoods	WIN Housing Services - Project Delivery Cost ER & HM	\$378,560.00	N/A	\$390,000.79
3	City of Tulsa Working in Neighborhoods	Emergency Repairs Program	\$900,000.00	N/A	\$800,000.00
4	City of Tulsa Working in Neighborhoods	WIN - Demolition	\$600,000.00	N/A	\$415,000.00
5	Tulsa Housing Authority	Choice Neighborhood Year 3 of 6 Year Commitment	\$330,000.00	N/A	\$330,000.00
<b>Total Requested for Non-Competitive CDBG</b>			<b>\$4,204,369.00</b>		
<b>Total Available for Non-Competitive CDBG</b>			<b>\$2,096,352.79</b>		<b>\$2,096,352.79</b>

1	Tulsa Economic Development Corp	Small Business Loan Fund	\$1,000,000.00	23.2	\$500,000.00
2	Tulsa Rt 66 Main Street	Microenterprise Program	\$40,000.00	20.2	\$40,000.00
1	Tulsa Childrens Coalition	Playground Safety Upgrades at Disney Preschool	\$163,250.00	26.4	\$163,250.00
2	Housing Partners of Tulsa	Down Payment Assistance Project Delivery	\$48,000.00	23.6	\$48,000.00
3	Housing Partners of Tulsa	HO Rehab Project Delivery	\$108,000.00	17.4	\$0.00
4	Area Councils for Community Action, Inc.	Housing Energy Conservation	\$100,000.00	14.8	\$50,000.00

**Total Requested for Competitive CDBG Economic & Physical Development** → **\$1,459,250.00**

**Total Available for Competitive CDBG Economic & Physical Development** → **\$801,250.00**

**Total Available CDBG Physical and Economic Development** → **\$2,897,602.79**

**CDBG Essential Services**

#	Agency	Project/Activity/Program	Requested	Avg Score	Recommended Funding
1	Community Action Project of Tulsa County	McClure Early Childhood Education Center	\$50,000.00	25	\$26,150.00
2	YWCA Tulsa	Employment Services for Immigrants and Refugees	\$50,000.00	25	\$26,150.00
3	Youth Services of Tulsa	Transitional Living Program for Homeless Youth	\$50,000.00	24.6	\$23,500.00
4	Child Abuse Network	Multidisciplinary Child Abuse Team	\$45,000.00	24.2	\$23,500.00
5	Tulsa Speech and Hearing Association	Deaf Services Program	\$50,000.00	24.2	\$23,500.00
6	Camp Fire Green Country, Inc.	Camp Fire Community Building Clubs	\$50,000.00	23.8	\$22,225.00
7	Tulsans Operating in Unity Creating Hope	TheZone Academy HOPE Center	\$50,000.00	23.8	\$22,225.00
8	Madison Strategies Group	City of Tulsa WorkAdvance	\$50,000.00	23.4	\$22,225.00
9	Domestic Violence Intervention Services	Court Advocacy for Victims of Domestic and Sexual Violence	\$49,120.00	23	\$22,225.00
10	Tulsa Day Center	Free Nurses' Clinic	\$50,000.00	22.8	\$21,000.00
11	Resonance Center for Women	Prison to Community Reentry Services	\$50,000.00	22.6	\$21,000.00
12	Salvation Army Tulsa Area Command	Emergency Shelter & Feeding Program	\$50,000.00	22.2	\$21,000.00
13	Morton Comprehensive Health Services	Increasing Health & Wellness Through Transportation	\$39,807.00	21.8	\$20,000.00
14	Operation Aware	Prevention Education for High-Need Schools	\$35,913.00	21.2	\$20,000.00
15	Center for Employment Opportunities	City of Tulsa Re-entry Project	\$30,000.00	21	\$20,000.00
16	Girl Scouts of Eastern OK	Staff-Led Troops	\$42,725.00	20.2	\$19,509.00
17	Youth At Heart	Equipping Youth For Success	\$50,000.00	19.2	\$0.00
18	Housing Partners of Tulsa	Housing Counseling	\$50,000.00	18.4	\$0.00
19	Growing Together	Communities in Schools	\$50,000.00	18.4	\$0.00
20	Community Service Council of Greater Tulsa	211 Coordination Center	\$50,000.00	17.4	\$0.00

Total Requested for CDBG Public Service **\$942,565.00**  
 CDBG Public Service allocation (10% of award) **\$354,209.00**

Total Requested for CDBG **\$6,606,184.00**

Total Admin for CDBG **\$600,000.00**

Total Available for CDBG **\$3,851,811.79**

Total HUD Grants Available **\$7,299,689.26**

Total HUD Grants Allocated **\$7,299,689.26**

Unallocated HOME Funds **\$0.00**

Total **\$7,299,689.26**

**EXHIBIT A**

**City of Tulsa 2021 Program Year  
Annual Action Plan – Contingency  
Provisions**

## **City of Tulsa 2021 Program Year Annual Action Plan – Contingency Provisions**

To account for potential changes to the projected HUD Program Year 2021 (PY21) block grants allocations, the City of Tulsa is recommending the following contingency provisions;

**REDUCED ALLOCATIONS** - If P2021 allocation are lower than projected, the City will make the provision in the order listed below until all funds have been allocated;

### **Community Development Block Grant (CDBG)**

- Fund admin cost at recommend amount or at 20% of grant allocation, whichever is lesser
- Fund City of Tulsa Working in Neighborhoods (WIN) programs to recommended level
- Fund Housing Authority of the City of Tulsa Choice Neighborhood commitment
- Fund Down Payment Assistance (DPA) program to 30% of HOME allocation
- Fund Small Business Loan Fund project to recommended level
- Proportionally decreased all remaining Physical and Economic Development projects
- Reduce Public Service funds available to approved 10% of allocation; Fund Public Service projects up to recommended amount starting with the highest scoring application until funds run out.
  - No projects funded with less than \$17,000. Any balances of less than \$17,000 will be equally divided among funded projects.

### **HOME investment Partnership Program**

- Reduce administration costs to the maximum allowable 10% of grant allocations
- Fund PY21 CHDO Projects to recommended level
- Fund City of Tulsa Working in Neighborhoods (WIN) programs to recommended level
- Fund Down Payment Assistance (DPA) project to recommended level
- Proportionally decreased all remaining HOME funded activities

### **Housing Opportunities for People with HIV/AIDS (HOPWA) & Emergency Solutions Grant (ESG)**

- Reduce administration costs to the maximum allowable of grant allocations
- Proportionally decrease all funded activities from the estimated funding levels to match actual allocation amounts.

**INCREASED ALLOCATIONS** - If PY21 allocations are higher than projected, the City will make the provision in the order listed below until all funds have been allocated;

**Community Development Block Grant (CDBG)**

Fund PY21 City of Tulsa sidewalks project up to requested amount

If Grants Administration is unable to enter into an agreement with a subrecipient recommended for PY21 CDBG funds, these funds will be reallocated, if required, to the PY21 City of Tulsa sidewalks project.

**HOME investment Partnership Program**

- Increase administration costs to the maximum allowable 10% of grant allocations
- Remaining unallocated funds will be reallocated during an off-cycle process or during PY22 allocation process.

**Housing Opportunities for People with HIV/AIDS (HOPWA) & Emergency Solutions Grant (ESG)**

- Increase administration costs to the maximum allowable of grant allocations
- Proportionally increase all funded activities from the estimated funding levels to match actual allocation amounts.

# Resolution

Version 2.1 released on 1/19/21

APPROVED

APR 21 2021

Tulsa City Council



**CITY COUNCIL USE ONLY**

Date Received: \_\_\_\_\_  
Committee Date: 4-14-21  
1st Agenda Date: 4-21-21

Tracking #: 21-257-1  
Committee: UED  
Hearing Date: \_\_\_\_\_  
2nd Agenda Date: \_\_\_\_\_

**CITY CLERK USE ONLY**

Scanned      Date: 04.28.2021  
 Posted      Item #: 2104.00732

**All department items requiring Council approval must be submitted through the Mayor's Office.**

**Board Approval**

Department: Finance  
Contact Name: Gary Hamer

**Other Board Name**

Email: ghamer@cityoftulsa.org

**City Council Approval**

Yes     No

Phone: 918-596-7573

Resolution Type: Other

Owner-Grantor: \_\_\_\_\_

Amount: \_\_\_\_\_  
Case Number: \_\_\_\_\_

TMAPC Number: \_\_\_\_\_  
Council District: \_\_\_\_\_

Description (Subject): Allocation of Federal Funds (HUD PY21 Annual Plan)

Bid/Project Number: \_\_\_\_\_

Section: \_\_\_\_\_  
Township: \_\_\_\_\_

Range: \_\_\_\_\_  
Addition: \_\_\_\_\_

Lot: \_\_\_\_\_  
Block: \_\_\_\_\_

Address: \_\_\_\_\_

Funding Source(s): \_\_\_\_\_

DocuSigned by: [Signature]  
Department: \_\_\_\_\_  
Legal: Stephanie Solberg  
Board: \_\_\_\_\_  
Mayor: [Signature]  
Other: \_\_\_\_\_

TOTAL:  
Date: 4/5/2021  
Date: 4/5/2021  
Date: APR 07 2021  
Date: \_\_\_\_\_

**Background Information**

Resolution by the City of Tulsa, Oklahoma, approving the Annual Action Plan and projected use of funds beginning July 1, 2021, to be funded by Community Development Block Grant (CDBG) funds, HOME Investment Partnership Act (HOME) funds, Emergency Solutions Grant (ESG) funds, Housing Opportunities for Persons with AIDS (HOPWA) funds; authorizing the Mayor to submit a final statement and to signal assurances, understanding, and contracts associated with said grants from the United States Department of Housing and Urban Development.

On February 9, 2021 the HUD Community Development Committee recommended funding and contingency provisions out lining the revisions to allocations in the result of a change in estimated funding. On February 25, 2021 HUD released the PY21 Annual Allocations. Funding amounts listed in the attached resolution represent allocations based upon the revisions approved by the City Council and Mayor on March 24, 2021 and March 31, 2021 respectively.

**Summation of the Requested Action**

We request the Mayor approve the attached Resolution.

**Emergency Clause?**

Yes  
 No

**Reason for Emergency Clause**

Time constraints on submitting plan per HUD regulations.

**Post Execution Processing**

- Mail vendor copy (add'l signature copies attached)
- Must be filed with other governmental entity
- Add'l governmental entity approval(s) required

**Additional Routing and Processing Details**

Please return a signed copy to Grants Admin.

(Published In the Tulsa World  
May 2, 2021)  
RESOLUTION 20100

A RESOLUTION BY THE CITY OF TULSA, OKLAHOMA, APPROVING THE PY 2021 ANNUAL ACTION PLAN AND PROJECTED USE OF FUNDS BEGINNING JULY 1, 2021, TO BE FUNDED BY COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG) FUNDS, HOME INVESTMENT PARTNERSHIP ACT (HOME) FUNDS, EMERGENCY SOLUTIONS GRANT (ESG) FUNDS, HOUSING OPPORTUNITIES FOR PERSONS WITH AIDS (HOPWA) FUNDS; AUTHORIZING THE MAYOR TO SUBMIT A FINAL STATEMENT AND TO SIGN ALL ASSURANCES, UNDERSTANDINGS, AND CONTRACTS ASSOCIATED WITH SAID GRANTS FROM THE UNITED STATES DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT, AND IN ACCORDANCE WITH ALL REQUIREMENTS; AND DECLARING AN EMERGENCY.

**WHEREAS**, the total funds available for allocation during the PY 2021 Annual Action Plan beginning July 1, 2021 included PY 2021 entitlement funds, carry-over funds, and program income received, and

**WHEREAS**, during a public meeting, held on February 9, 2021 the Housing and Urban Development (HUD) Community Development Committee of the City of Tulsa (a committee formed by Ordinance #23362 to recommend funding allocations) performed a review of the specific agency requests for Housing and Urban Development (HUD) funds available to the City of Tulsa; and

**WHEREAS**, a draft Second Year Annual Action Plan was made available from March 5, 2021 through April 4, 2021 for public comments regarding the needs, priorities and proposed use of the HUD grant funds available to the City of Tulsa; and

**WHEREAS**, the HUD Community Development Committee held a public hearing on March 11, 2021, wherein it received comments regarding the proposed agency requests for HUD grant funds available to the City of Tulsa; and

**WHEREAS**, at four (4) public meetings of the City Council of the City of Tulsa on February 24, 2021, March 3, March 10, 2021 and March 24, 2021, the Council reviewed the recommendations of the City of Tulsa's Housing and Urban Development Community Development Committee and the Mayor as well as the specific monetary amounts recommended for each program and project for the period beginning July 1, 2021; and

**WHEREAS**, the City Council and the Mayor of the City of Tulsa now desire to establish and make a final determination of specific programs and projects as well as the specific monetary amounts to be funded by the HUD grants; and

**WHEREAS**, the City Council of the City of Tulsa approves, and desires to authorize the Mayor of the City of Tulsa to execute and submit, the PY 2021 Annual Action Plan, including funding allocations for the HUD grant programs, for the period beginning July 1, 2021.

**NOW THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL AND THE MAYOR OF THE CITY OF TULSA, OKLAHOMA:**

**Section 1:** That the specific programs and projects, as well as the specific monetary amounts applicable to each, which will be funded for the second year of the Five-Year Consolidated Plan period commencing July 1, 2021 by CDBG funds available to the City of Tulsa, under applicable federal laws, shall be and hereby are designated as follows:

**COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG) ALLOCATIONS—**  
**PROGRAM YEAR 2021**

Agency	Project/Activity/Program	Funding
Area Councils for Community Action	Housing Energy Conservation	\$50,000.00
Camp Fire Green Country	Camp Fire Community Building Clubs	\$33,191.00
Center for Employment Opportunities	Re-entry Project	\$29,868.00
Child Abuse Network	Multidisciplinary Child Abuse Team	\$35,095.00
City of Tulsa Streets and Stormwater Dept.	PY20 Sidewalks	\$161,352.00
City of Tulsa Working in Neighborhoods	WIN Housing Services - Project Delivery Cost	\$390,000.79
City of Tulsa Working in Neighborhoods	Emergency Repair Program	\$800,000.00
City of Tulsa Working in Neighborhoods	WIN - Demolition	\$415,000.00
Community Action Project of Tulsa County	McClure Early Childhood Education Center	\$39,055.00
Domestic Violence Intervention Services	Court Advocacy for Victims of Domestic and Sexual Violence	\$33,191.00
Girl Scouts of Eastern OK	Staff-Led Troops	\$29,135.00
Housing Partners of Tulsa	Down Payment Assistance Project Delivery	\$48,000.00
Madison Strategies Group	City of Tulsa Work Advance	\$33,191.00
Morton Comprehensive Services	Increasing Health & Wellness Through Transportation	\$29,868.00
Operation Aware	Prevention Education for High-Need Schools	\$29,868.00
Resonance Center for Women	Prison to Community Reentry Services	\$31,361.00
Salvation Army	Emergency Shelter & Feeding Program	\$31,361.00

Tulsa Day Center	Free Nurses' Clinic	\$31,361.00
Tulsa Economic Development Corporation	Small Business Loan Fund	\$500,000.00
Tulsa Housing Authority	Choice Neighborhood Year 3 Commitment	\$330,000.00
Tulsa Rt 66 Main Street	Microenterprise Program	\$40,000.00
Tulsans Operating in Unity Creating Hope	The Zone Academy HOPE Center	\$33,191.00
Tulsa Speech and Hearing Association	Deaf Services Program	\$35,095.00
Youth Services of Tulsa	Transitional Living Program for Homeless Youth	\$35,095.00
YWCA	Employment Services for Immigrants and Refugees	\$39,055.00
<b>CDBG Project/Program Costs</b>		<b>\$3,263,333.79</b>
<b>Administration</b>		<b>\$600,000.00</b>
<b>Total CDBG</b>		<b>\$3,863,333.79</b>

**Section 2:** That the specific programs and projects, as well as the specific monetary amounts applicable to each, which will be funded for the second year of the Five-Year Consolidated Plan period commencing July 1, 2021 by the HOME, ESG, and HOPWA grant funds available to the City of Tulsa, under applicable federal laws, shall be and hereby are designated as follows:

**HOME INVESTMENT PARTNERSHIP (HOME) GRANT ALLOCATIONS—  
PROGRAM YEAR 2021**

Agency	Project/Activity/Program	Funding
Boomtown Development Company	Harvard Apartments	\$600,000.00
City of Tulsa Working in Neighborhoods	Homeowner Rehabilitation	\$459,748.07
Housing Partners of Tulsa	Down Payment Assistance Program	\$160,000.00
Mental Health Association OK	Terrace View Apartments Rehabilitation	\$892,828.00
Vintage Housing, Inc.	Whittier Villas	\$256,882.00
<b>HOME Project/Program Costs</b>		<b>\$2,369,458.07</b>
<b>Administration</b>		<b>\$178,731.00</b>
<b>TOTAL HOME</b>		<b>\$2,548,189.07</b>

**EMERGENCY SOLUTIONS GRANT (ESG) ALLOCATIONS—  
PROGRAM YEAR 2021**

Agency	Project/Activity/Program	Funding
Domestic Violence Intervention Services	Emergency Shelter Services	\$45,272.00
Family Safety Center	Hope Project	\$20,121.00
Legal Aid Services of Oklahoma	Homeless Legal Assistance	\$26,157.00
Restore Hope Ministries	Homeless Prevention Initiative	\$30,181.00
Salvation Army	Intensive Homelessness Prevention Program	\$38,826.00

Tulsa Day Center	Tulsa Day Center Shelter Operations	\$54,514.00
Youth Services of Tulsa	Shelter Operations	\$55,332.00
<b>ESG Project/Program Costs</b>		<b>\$270,403.00</b>
<b>HMIS - Community Service Council</b>		<b>\$9,064.00</b>
<b>Administration</b>		<b>\$22,659.00</b>
<b>Total ESG</b>		<b>\$302,126.00</b>

**HOUSING OPPORTUNITIES FOR PERSONS WITH AIDS (HOPWA) GRANT  
ALLOCATIONS— PROGRAM YEAR 2021**

Agency	Project/Activity/Program	Funding
HIV Resource Consortium, Inc. dba Tulsa Cares	Housing Program	\$646,554.00
<b>HOPWA Project/Program Costs</b>		<b>\$646,554.00</b>
<b>Administration</b>		<b>\$19,996.00</b>
<b>TOTAL HOPWA</b>		<b>\$666,550.00</b>

**Section 3:** That the above programs and projects, and the specific funding amounts indicated for each, shall not be subject to any contingency, except that all are contingent upon approval by the United States Department of Housing and Urban Development of the PY 2021 Annual Action Plan for the City of Tulsa, Oklahoma, for the award of HUD grant funds for the period beginning July 1, 2021, for the total cost listed in Sections 1 and 2, above.

**Section 4:** All programs and projects, and the specific funding amounts indicated are subject to and contingent upon compliance with all federal, state, and municipal laws and regulations.

**Section 5:** That the Mayor of the City of Tulsa, Oklahoma is hereby acknowledged to be the authorized chief executive and administrative officer of the City of Tulsa, Oklahoma, a municipal corporation, and is directed to act in connection with the foregoing provisions of this Resolution with regard to executing and submitting any documents necessary for and associated with the City of Tulsa's PY 2021 Annual Action Plan, including funding requests for HUD grant funds.

**Section 6:** That an emergency is hereby declared to exist for the preservation of the public peace, health, safety and welfare, by reason whereof this Resolution shall take effect immediately from and after its adoption and approval.

TULSA  
CITY OF TULSA  
STATE

ADOPTED by the Council: APR 21 2021  
Date

ADOPTED as an emergency measure: APR 21 2021  
Date

*Vanessa Hall-Hoyes*  
Chairman of the Council

OFFICE OF THE MAYOR

Received by the Mayor: \_\_\_\_\_, at \_\_\_\_\_  
Date Time

G.T. Bynum, Mayor

By: \_\_\_\_\_  
Secretary

APPROVED by the Mayor of the City of Tulsa, Oklahoma, this 28<sup>th</sup> day of April, 2021.

*[Signature]*

Mayor APR 28 2021

ATTEST:

*[Signature]*  
City Clerk



APPROVED:

*Stephanie Sollier*  
Asst. City Attorney

FILED  
CITY OF TULSA  
STATE OF OKLAHOMA

2021 APR 22 AM 9:20

OFFICE OF THE  
CITY CLERK



4-P

# REQUEST FOR ACTION: RESOLUTION

Version: 01/27/2014

AGENDA FOR:  MAYOR  COUNCIL AUTHORITY:  DATE: October 27, 2017

**FOR INFORMATION CONTACT:**

DEPARTMENT: WORKING IN NEIGHBORHOODS CONTACT NAME: Dwain E. Midget

ADDRESS: 175 E. 2nd Street - 5th Floor TELE: \_\_\_\_\_

RESOLUTION TYPE: ALLOCATION OF FEDERAL FUNDS (CDBG PLAN) RESO. #: 19867

ADDRESS: \_\_\_\_\_ AMOUNT: \$1,750,000.00

PROPERTY OWNER: \_\_\_\_\_ CASE #: \_\_\_\_\_

PROJECT TITLE: \_\_\_\_\_ PROJECT #: \_\_\_\_\_

ADDITION: \_\_\_\_\_ TMAPC #: \_\_\_\_\_

AMENDMENT OF/BY RESOLUTION #: \_\_\_\_\_ COUNCIL DIST.: \_\_\_\_\_ PLANNING DISTRICT: \_\_\_\_\_

LOT: \_\_\_\_\_ BLOCK: \_\_\_\_\_ SECTION: \_\_\_\_\_ TOWNSHIP: \_\_\_\_\_ RANGE: \_\_\_\_\_

**SUMMARY:**

The City of Tulsa is a co-applicant with the Tulsa Housing Authority for the Choice Neighborhood Initiative (CNI) Implementation grant which is a competitive grant program administered by the U.S. Department of Housing and Urban Development. In 2013, the Mayor and City Council approved a Resolution in support of the first attempt to receive a CNI grant. One aspect of the grant program is matching local resources. An application will be awarded 2 points if the local community allocates CDBG dollars to the redevelopment plan. This Resolution commits to allocate \$250,000.00 over 7 years (total of 1,750,000.00) in support of the CNI grant for the Eugene Fields Neighborhood area. Since funding decisions for CNI will likely be announced in July 2018, the City would not be expected to allocate it's CDBG for this project (if successful) until Year 45 (FY 19-20) of HUD's funding cycle. There is no anticipated impact on funding for applications due in November 2017, i.e. Year 44 (FY 18-19).

**BUDGET: FINANCE DIRECTOR APPROVAL:**

FUNDING SOURCE: Community Development Block Grant - Fund 5565

**REQUEST FOR ACTION:** *All department items requiring Council approval must be submitted through Mayor's Office.*

Request the Mayor and City Council approve the attached Resolution

DEPARTMENT HEAD APPROVAL: *Dwain E. Midget*

DATE: 10/27/17

CITY ATTORNEY APPROVAL: *Janet Connelia*

10/27/17

BOARD APPROVAL: \_\_\_\_\_

MAYORAL APPROVAL: *[Signature]*

OCT 30 2017

OTHER: \_\_\_\_\_

FOR CITY COUNCIL OFFICE USE ONLY: 17-826-1

DATE RECEIVED: 11/3/17

COMMITTEE: DW COMMITTEE DATE(S): 11-1-17

FIRST AGENDA DATE: 11/1/17

HEARING DATE: \_\_\_\_\_ SECOND AGENDA DATE: \_\_\_\_\_

APPROVED: \_\_\_\_\_

For City Clerk's Office Use Only (Agenda Date: MMDDYYYY; Sec #; Dept ##, Item ##, Sub-Item ##, Status: S=Synopsis):

11 - 06 - 2017 2 24 01



**RESOLUTIONS**

Date Prepared:



Dept. **WORKING IN NEIGHBORHOODS**

Reso Type **ALLOCATION OF FEDERAL FUNDS (CDBG PLAN)**



Pln  
Dist

Addtn

TMA  
PC #

Cour Dist

Amt   
1 7 5 0 0 0 0

Amd Of/ By

Proj #

Lot

Blk

Sec

Twn

Rng

----- For City Clerk's Office Use Only \* Data For Scanning \* Please Do Not Alter -----

(Published in the Tulsa World

\_\_\_\_\_, 2017)

RESOLUTION 19867

A RESOLUTION AUTHORIZING THE COMMITMENT OF 1,750,000 OF FUTURE COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG) FUNDS FOR THE DESIGN AND CONSTRUCTION OF STREET AND STORMWATER IMPROVEMENTS RELATED TO THE REDEVELOPMENT OF PROPERTY WITHIN THE EUGENE FIELD NEIGHBORHOOD CONSISTENT WITH THE EUGENE FIELD SMALL AREA PLAN; LEVERAGING A PROPOSED \$30 MILLION CHOICE NEIGHBORHOOD INITIATIVE IMPLEMENTATION GRANT OFFERED FROM HUD; WITH FUNDING CONTINGENT ON THE AWARD OF THE CHOICE NEIGHBORHOOD GRANT; WITH ALLOCATION OF CDBG FUNDING INCREMENTALLY OVER SEVEN SUCCESSIVE YEARS FOLLOWING THE AWARD OF THE CHOICE NEIGHBORHOOD GRANT; AND DECLARING AN EMERGENCY.

WHEREAS, the City recognizes the need to make improvements within an area of the City known as the "Eugene Field Neighborhood" which is the area generally bounded on the west by Highway 244, on the east by the Arkansas River, on the north by the 11th Street bridge, and on the south by West 25<sup>th</sup> Street; and

WHEREAS, the City is currently undertaking efforts to transform the Eugene Field Neighborhood into a viable and sustainable mixed-income neighborhood in accordance with the duly adopted and approved Eugene Field Small Area Plan; and

WHEREAS, the Eugene Field Small Area Plan contemplates a comprehensive strategy for linking new mixed-income housing with appropriate services, schools, public assets, transportation, and access to jobs; and

WHEREAS, it is in the best interest of the City and of the residents of the Eugene Field Neighborhood to encourage and support public and private development activities consistent with the Eugene Field Small Area Plan; and

WHEREAS, the Tulsa Housing Authority of Tulsa County will be submitting a \$30 Million grant request to the U.S. Department of Housing and Urban Development for competitive consideration in the Choice Neighborhood Initiative Implementation grant program; and

WHEREAS, the grant request will propose the funding of development in the Eugene Field Neighborhood, including the construction of new housing, mixed-use development, park and trail improvements, and community support activities, consistent with the Eugene Field Small Area

Plan, and the proposed development and grant request should be supported by the City; and

WHEREAS, the development proposed for funding by the Choice Neighborhood Initiative Implementation program would serve as a catalyst for the successful implementation of the Eugene Field Small Area Plan; and

WHEREAS, the City has therefore agreed to serve as Co-applicant and Neighborhood Implementation Entity for the proposed Choice Neighborhood Implementation grant; and

WHEREAS, the provision of new street and stormwater infrastructure is a vital prerequisite for the successful implementation of the Eugene Field Small Area Plan and the development proposed for funding by the Choice Neighborhood Initiative Implementation grant; and

WHEREAS, the provision of street and storm water infrastructure is understood to be a local responsibility under the Choice Neighborhood Implementation grant program, and Choice grant funds should not be used for this purpose; and

WHEREAS, the investment of \$1,750,000 from Tulsa's CDBG entitlement is understood to be an important component of a competitive Choice Neighborhood Initiative Implementation grant application; and

WHEREAS, the citizens of the City of Tulsa approved in a November 2013 election, the City's plan to invest an additional \$10,900,000 in local funds in the design and construction of street and stormwater improvements in support of the Eugene Field Small Area Plan and the development proposed for funding by the Choice Neighborhood Initiative Implementation grant; and

WHEREAS, the City wishes to further demonstrate its resolve to invest in infrastructure to support the development which is proposed for funding by the Choice Neighborhood Implementation grant.

**NOW THEREFORE, BE IT RESOLVED BY THE CITY OF TULSA, OKLAHOMA:**

Section 1. That the City hereby commits to allocate \$1,750,000 in CDBG funds, subject to the conditions described in Sections 2-4 of this Resolution, for the purpose of implementing the design and construction of necessary street and stormwater improvements in support of the development proposed for funding by the Choice Neighborhood Implementation grant.

Section 2. That the City's allocation of said CDBG funds shall be subject to, and contingent upon, the award of a Choice Neighborhood Initiative grant from HUD.

Section 3. Upon award of the Choice Neighborhood Initiative grant, the City will allocate \$1,750,000 in CDBG funds in increments of \$250,000 per year over a period of seven years, beginning with the first CDBG cycle following the award of the grant, subject to appropriation within the fiscal year of the particular incremental allocation.

4-P

Section 4. That an emergency exists for the preservation of the public health, safety and welfare, wherefore this Resolution shall take effect immediately upon its passage and publication.

ADOPTED by the Council: NOV 01 2017

Date

[Signature]  
Chairman of the Council

ADOPTED as an emergency measure: \_\_\_\_\_

Date

N/A  
Chairman of the Council

OFFICE OF THE MAYOR

Received by the Mayor: \_\_\_\_\_, at \_\_\_\_\_

Date

Time

G. T. Bynum, Mayor

By \_\_\_\_\_  
Secretary

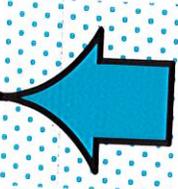
APPROVED by the Mayor of the City of Tulsa, Oklahoma: \_\_\_\_\_

Date

at \_\_\_\_\_

Time

[Signature]  
Mayor



(Seal)  
ATTEST:

[Signature]  
City Clerk

APPROVED:

\_\_\_\_\_  
City Attorney

**Appendix B**  
**Alternative and Local**  
**Data Sources**

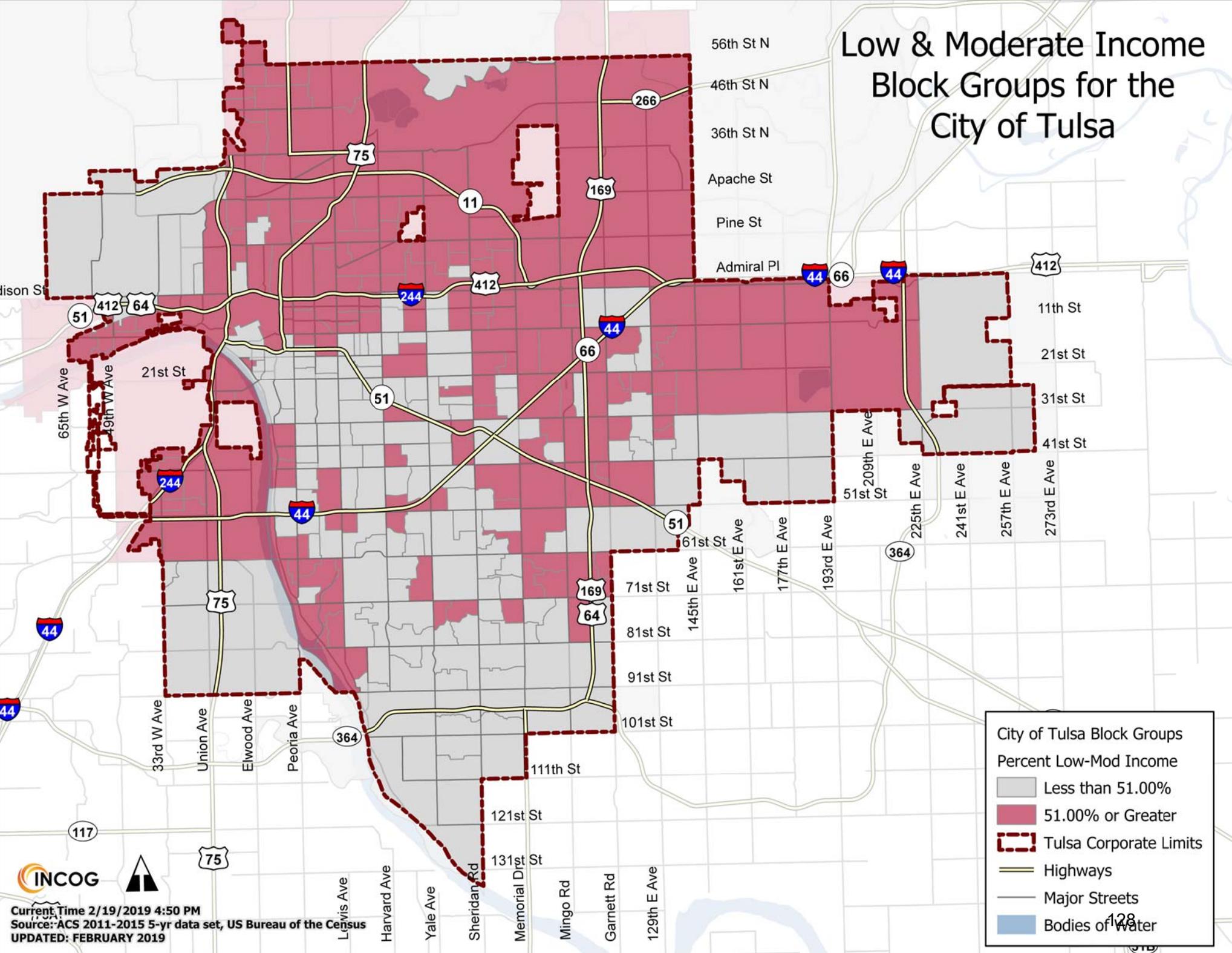
**N/A**



# Appendix C

## Maps

# Low & Moderate Income Block Groups for the City of Tulsa



City of Tulsa Block Groups  
Percent Low-Mod Income

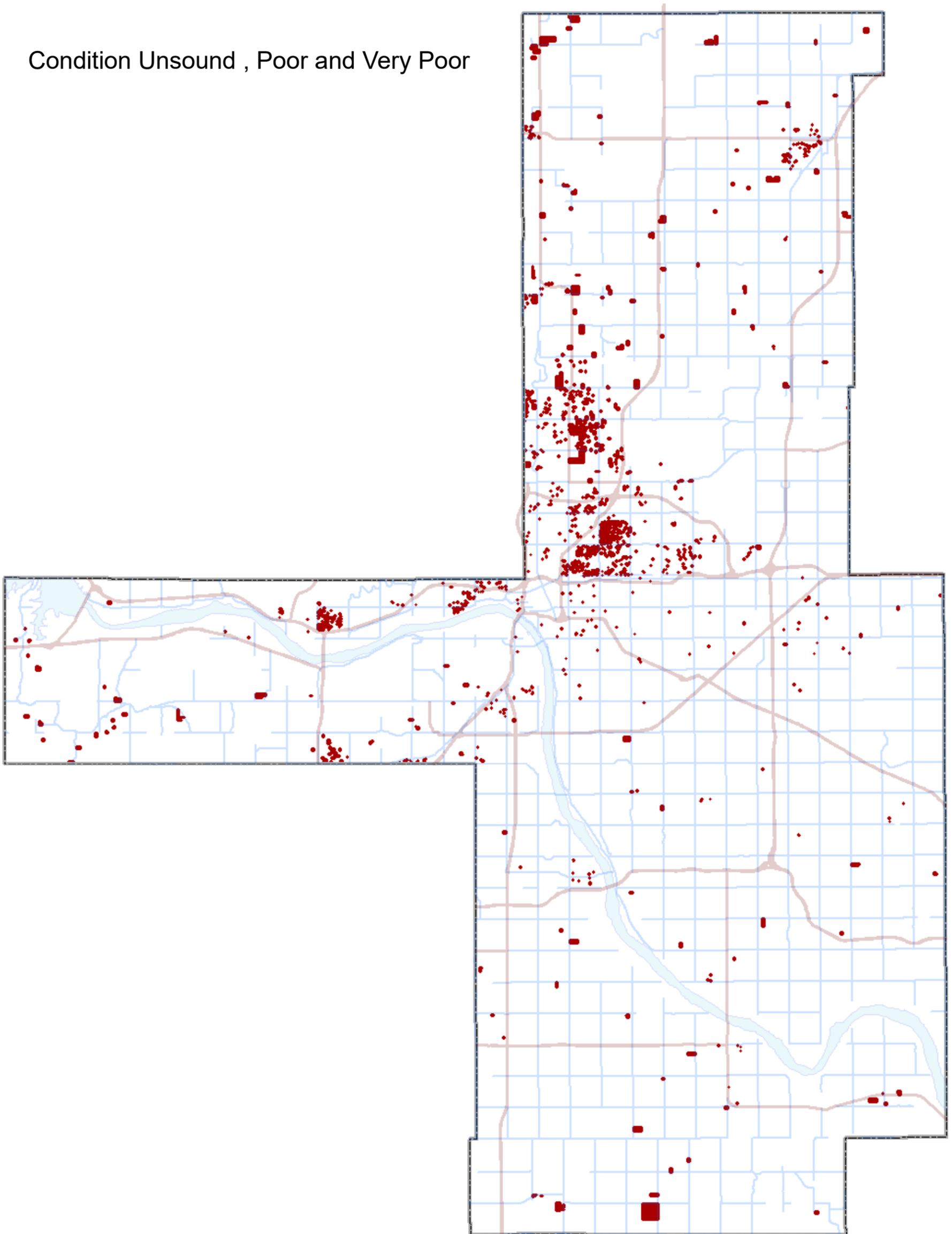
- Less than 51.00%
- 51.00% or Greater
- Tulsa Corporate Limits
- Highways
- Major Streets
- Bodies of Water



Current Time 2/19/2019 4:50 PM  
Source: ACS 2011-2015 5-yr data set, US Bureau of the Census  
UPDATED: FEBRUARY 2019

# Tulsa Residential Property Conditions

Condition Unsound , Poor and Very Poor



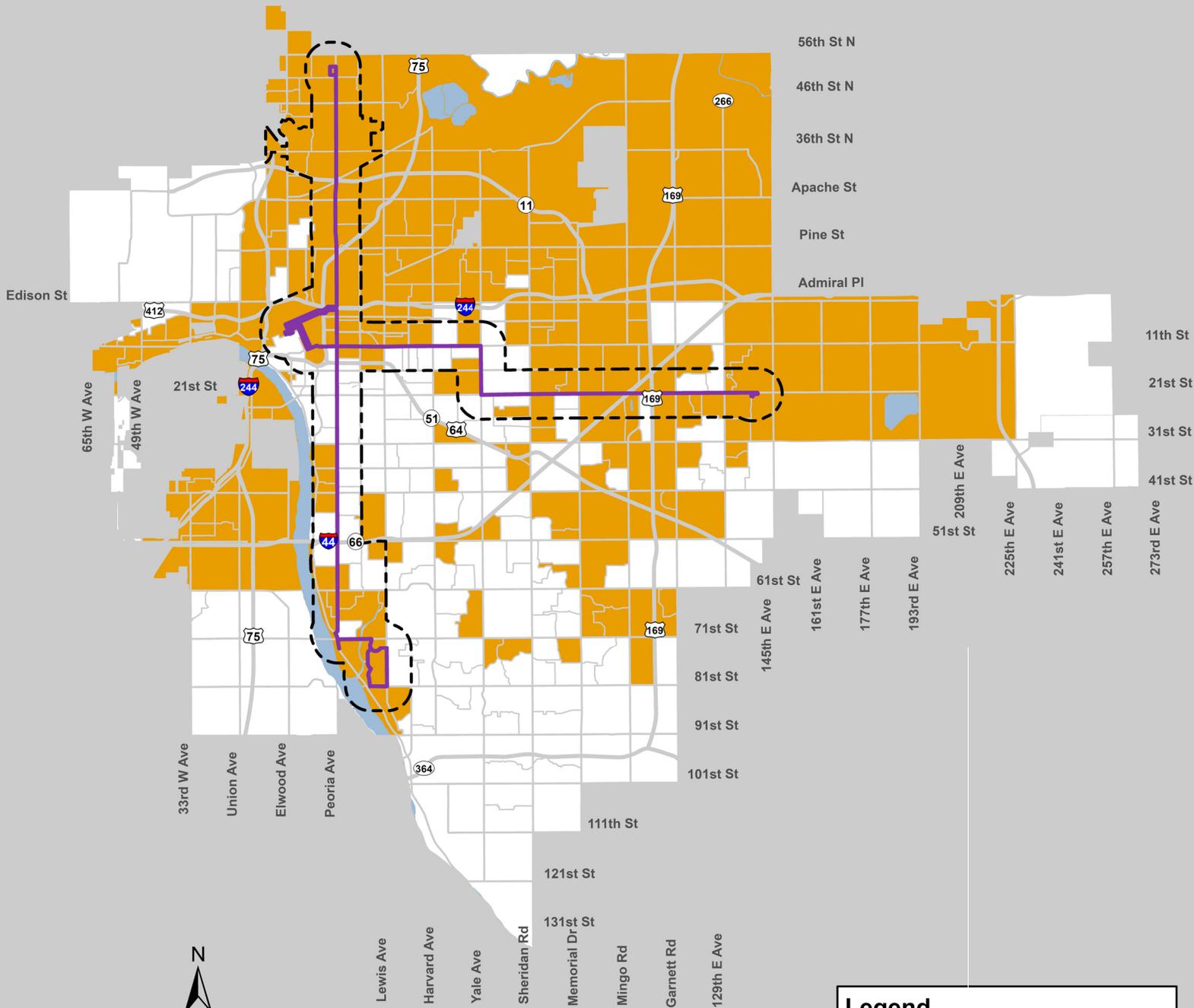


# **Appendix D**

## **Target Areas**

# City of Tulsa

## 2020 - 2024 Consoildated Plan Target Area



Department of Finance  
Budget and Planning Division  
August 2019

**Legend**

- Peoria BRT Route
- Target Area
- Percent Low-Mod**
- Less than 51%
- 51% or Greater

\* Half mile buffer around bus rapid transit routes plus the 36th Street North and Riverwood small area plans.

Path: G:\Mapping\Member\_Communities\Tulsa\_City\Finance\Capital\_Improvement\_Plan\CIP\_Maps.aprx. Saved: 8/8/2019 10:37 AM

## TARGET AREA INFORMATION

The 2020-2024 Consolidated Plan Target Area will focus on the areas within a ½ mile of the City's new Bus Rapid Transport (BRT) Route. The BRT route will travel north to south between 54<sup>th</sup> Street North and Peoria Avenue to 81<sup>st</sup> Street South (Via Lewis Avenue). The proposed east route will travel from the Denver Avenue Bus Station in Downtown Tulsa along 11<sup>th</sup> Street to South Yale, and from 21<sup>st</sup> and Yale to approximately S 145<sup>th</sup> East Avenue.

Eligible projects are:

- Infrastructure improvements (CDBG)
- Neighborhood facilities (CDBG)
- Facilities for persons with special needs (CDBG)
- Multi-Family New Construction / Rehabilitation (HOME)
- Single-Family New Construction (HOME)



# **Appendix E**

## **ESG Standards**



# SERVICES STANDARDS

SEPTEMBER 22, 2020

# A Way Home for Tulsa Services Standards

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# 1 GENERAL

---

All agencies in Tulsa County providing outreach, drop-in centers, emergency shelter, coordinated entry, temporary and permanent housing, and supportive services to persons experiencing homelessness should use these standards as a benchmark and model for agency- and program-level policies and procedures.

Local funders are encouraged to use the Tulsa Homeless Services Standards to assess agency and program capacity, operations, and performance.

## 1.1 PURPOSE

The Tulsa Homeless Services Standards were developed with the expectation of providing quality, standardized services to support persons in exiting homelessness as quickly as possible and preventing its recurrence.

A Way Home for Tulsa (AWH4T) exists to plan and implement strategies that support a system of outreach, engagement, assessment, prevention and evaluation for those experiencing homelessness, or those persons at risk of homelessness, within the Tulsa County. AWH4T utilizes the Continuum of Care (CoC) model mandated by the Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH Act) amendment to the McKinney-Vento Homeless Assistance Act as further promulgated by the U.S. Department of Housing and Urban Development (HUD) CoC Interim Rule (24 CFR Part 578) (the Interim Rule). AWH4T's primary emphasis is on providing crisis housing, permanent housing, and related supportive services under the Housing First concept. The group's work includes gathering and analyzing information in order to determine the local needs of people experiencing homelessness, implementing strategic responses and measuring results. It is the mission of AWH4T to prevent and end homelessness in Tulsa County through partnerships among nonprofit providers, private businesses, governmental entities, philanthropic individuals and organizations, the investment community and citizens.

## 1.2 KEY TERMS

Additional key terms specifically relevant to Best Practices in Serving Transgender and Gender Non-Conforming Persons and to Coordinated Entry are found in Sections 1.6.4.1 and 2.4, respectively.

- **Assistance animal:** The term "assistance animal," under the Fair Housing Act and Section 504 of the Rehabilitation Act of 1973 and as used in the following standards, refers to any animal that works, provides assistance, or performs tasks for the benefit of a person with a disability, or provides emotional support that alleviates one or more identified symptoms or effects of a person's disability. Assistance animals do not need to be individually trained or certified. If an animal fits the definition of service animal and assistance animal, it must be treated as a service animal.

- **Bedroom:** The term "bedroom," as used in the ensuing standards, refers to a room furnished with a bed and intended primarily for sleeping.
- **Chronically homeless (chronic):**
  1. A "homeless individual with a disability," who:
    - i. Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
    - ii. Has been homeless and living as described in paragraph (1)(i) of this definition continuously for at least 12 months or on at least four separate occasions in the last three years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least seven consecutive nights of not living as described in paragraph (1)(i). Stays in institutional care facilities for fewer than 90 days will not constitute as a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering the institutional care facility;
  2. An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or
  3. A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (1) or (2) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.
- **Client:** As used in the ensuing standards, the term "client" refers to individuals or families who reside in a shelter, transitional housing, rapid rehousing, joint component transitional housing rapid rehousing, or permanent supportive housing, as defined below, or participate in programs offered by homeless street outreach, drop-in center, shelter, housing, or service providers.
- **Continuum of Care (CoC):** A program designed to promote communitywide commitment to the goal of ending homelessness; provide funding for efforts by nonprofit providers, and State and local governments to quickly rehouse homeless individuals and families while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness; promote access to and effect utilization of mainstream programs by homeless individuals and families; and optimize self-sufficiency among individuals and families experiencing homelessness.
- **Disabling condition:** A disabling condition is defined by HUD as one or more of the following:

1. Physical, mental, or emotional impairment (including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury) that meets all of the following criteria:
    - i. Is expected to be of long-continuing or indefinite duration,
    - ii. Substantially impedes the individual's ability to live independently, and
    - iii. Could be improved by the provision of more suitable housing conditions.
  2. Developmental disability – a severe, chronic disability that:
    - i. Is attributable to a mental or physical impairment or combination of mental and physical impairments;
    - ii. Is manifested before the individual attains age 22;
    - iii. Is likely to continue indefinitely;
    - iv. Results in substantial functional limitations in three or more of the following areas of major life activity:
      - a. Self-care,
      - b. Receptive and expressive language,
      - c. Learning,
      - d. Mobility,
      - e. Self-direction,
      - f. Capacity for independent living,
      - g. Economic self-sufficiency; AND
    - v. Reflects the individual's need for a combination and sequence of special, interdisciplinary, or generic services, individualized supports, or other forms of assistance that are of lifelong or extended duration and are individually planned and coordinated.
  3. HIV or AIDS.
- **Drop-in center:** "Drop-in center" refers to a program which provides services, including information and referral, food, bathrooms, seating accommodations and telephones, in a safe, welcoming, minimally intrusive environment that is designed to foster trust and personal engagement. Drop-in centers are not chidential programs.

- **Emergency Shelter:** Any facility with overnight sleeping accommodations, the primary purpose of which is to provide temporary shelter for persons experiencing homelessness in general or for specific subpopulations of persons experiencing homelessness.
- **Emergency Solutions Grant (ESG):** A program of the U.S. Department of Housing and Urban Development to provide emergency shelter to individuals and families living on the street; rapidly re-house individuals and families experiencing homelessness; and prevent individuals and families from becoming homeless.
- **Facility:** The term "facility," as used in the ensuing standards, refers to a building, buildings, or part of building used to provide site-based services, shelter, or housing to persons experiencing homelessness or participating in permanent supportive housing or rapid rehousing. The definition of "facility" does not include units occupied by clients in rapid rehousing or permanent supportive housing programs.
- **Family:** A household with at least one adult over the age of 18 and one dependent under the age of 18.
- **Homeless Management Information System (HMIS):** A web-based software application designed to record and store person-level information regarding the service needs and history of households experiencing homelessness throughout the CoC jurisdiction, as mandated by HUD.
- **Homeless:** HUD defines the term "homeless" at 24 CFR 583.5 as:
  1. A person sleeping in a place not meant for human habitation (*e.g.*, living on the streets) OR living in a homeless temporary shelter;
  2. An individual or family who will imminently lose their primary nighttime residence within the next 14 days with no subsequent housing identified;
  3. Families or youth under age 25 who meet other Federal definitions of homelessness; or
  4. A person fleeing or attempting to flee domestic violence.
- **Housing First:** "Housing First" means the evidence-based model that uses housing as a tool, rather than a reward, for recovery and that centers on providing or connecting people experiencing homelessness to permanent housing as quickly as possible without preconditions and barriers to entry, such as sobriety, treatment or service participation requirements. Housing First providers offer services on a voluntary basis as needed to maximize housing stability and prevent returns to homelessness as opposed to addressing predetermined treatment goals prior to permanent housing entry.
- **Internal appeal process:** The term "internal appeal process," as used in the ensuing standards, refers to a mechanism for clients to appeal the results of the internal grievance procedure or to

appeal unfavorable admissions or eligibility decisions, shelter guidelines, sanctions or expulsions.

- **Internal grievance procedure:** The term "internal grievance procedure," as used in the ensuing standards, refers to a mechanism for clients to file official complaints about inadequate shelter or housing conditions or improper staff behavior.
- **Outreach services:** "Outreach services" refer to street outreach or mobile outreach teams that are designed to bring the existing service delivery system to the person or family served. These services are offered to persons and families who have unmet needs and who are not served or are under-served by existing service delivery mechanisms in the community.
- **Permanent supportive housing:** "Permanent supportive housing" refers to a type of long-term permanent housing that is organization-sponsored and which provides housing linked with supportive services to persons experiencing homelessness with disabling conditions. Permanent supportive housing is designed to encourage maximum independence among its clients.
- **Program:** The term "program," as used in the ensuing standards, refers to the entity that is providing the housing or services, which may include shelter, housing, supportive services, outreach services, drop-in center, or any other social services whether they are provided in a residential or non-residential setting.
- **Rapid rehousing:** The term "rapid rehousing" refers to a type of permanent housing program, which offers time-limited rental subsidies and case management. The aim of rapid rehousing is to move individuals and families into permanent housing as rapidly as possible, and to provide supports necessary for clients to achieve independence and long-term housing stability.
- **Reasonable accommodation:** The term "reasonable accommodation" refers to a change in a shelter or service provider's usual guidelines, policies, or practices when a change is necessary and reasonable for a client with a disability to fully use and enjoy the program. The accommodation has to be directly related to the individual's disability without creating an undue hardship on the provider.
- **Safe Haven (SH):** A form of supportive housing that serves hard-to-reach persons with severe mental illness who come primarily from the streets and have been unable or unwilling to participate in housing or supportive services.
- **Service animal:** A "service animal" is defined under the Americans with Disabilities Act (ADA) as a dog or miniature horse that is individually trained to perform tasks or do work for a person with a disability. The work or task trained for must directly relate to the person's disability. The animal may be trained professionally, by the user, or by others. A service animal's training does not have to be documented or certified. If an animal fits the definition of service animal and assistance animal, it must be treated as a service animal.

- **Shelter:** The term "shelter," as used in the ensuing standards, includes all three types of shelters, temporary, basic and service-enriched, as defined below. When the standards apply only to a certain type of shelter, specific language is used to clarify the designation.
  - **Temporary or winter shelter:** The terms "temporary shelter" or "winter shelter," as used in the ensuing standards, refer to all temporary or seasonal emergency shelters, including rotating church shelters, that provide shelter in a non-permanent location, for a limited period of time, to individuals and families having neither a home nor the means to obtain a home or other temporary lodging. These shelters may be set up in response to natural disasters, harsh climactic conditions, or other emergencies. The programs and/or facilities are temporary and are not meant to exist beyond the length of the emergency or winter season.
  - **Basic shelter:** The term "basic shelter," as used in the ensuing standards, refers to facilities providing shelter in a permanent location, for a limited period of time, to individuals and families having neither a home nor the means to obtain a home or other temporary lodging.
  - **Service-enriched shelter:** The term "service-enriched shelter," as used in the ensuing standards, refers to facilities that provide shelter and services in a permanent location, for a limited period of time, to individuals and families having neither a home nor the means to obtain a home or other temporary lodging. Service-enriched shelters are distinguished from basic shelters by the provision of services, such as case management, substance abuse treatment, and/ or mental health counseling, which support clients' transition to stability.
- **Supportive Services for Veteran Families (SSVF):** A U.S. Department of Veterans Affairs program that provides supportive services grants to assist very low-income Veteran families residing in or transitioning to permanent housing, to promote housing stability.
- **Transitional housing:** For the purposes of these standards, "transitional housing" must comply with the standards of service-enriched shelters except where existing law requires a different standard. Transitional housing programs offer housing combined with an array of support services, for an extended, but not permanent length of time where clients may pay a percentage of their income towards their housing cost. Transitional housing is designed to provide people with the structure and support they need to address critical issues contributing to their homelessness and to teach the skills necessary to maintain permanent housing and maximum self-sufficiency.
- **Veteran:** An individual who has served in any branch of the United States Military, regardless of status of discharge. Service may be substantiated through any of the following: DD Form 214, Veteran Status Query and Response Exchange System (SQUARES); VA Medical Center Hospital Inquiry (HINQ); VA Computerized Patient Record System (CPRS); Veteran Benefits Administration benefit award confirmation document(s); or through the local SSVF provider.

- **Youth:** Individuals or families in which the head of household is 24 years of age or younger not accompanied by a parent or guardian during a homelessness episode, including parenting youth. Also referred to as “unaccompanied youth” or “transitional age youth”.

### 1.3 STAFF

The ideal staff/client ratio should be determined based on the unique needs of the population(s) served, the physical configuration of the program (per building/site), and the number of clients served. For site-based programs, programs have trained, on-site staff persons (paid or volunteer), available and accessible in sufficient number to provide a safe environment during all hours that a facility is open to clients.

Appropriate criminal background checks will be conducted on all staff members that work with children. Programs must have a policy prohibiting staff from establishing sexual relationships with program clients.

Programs create repeatable systems for hiring that minimize individual bias and maximize organizational objectives. Programs conduct deliberate outreach to and by diverse individuals to diverse networks to ensure that applicants to open staff positions are diverse and actively cultivate relationships with individuals from underrepresented backgrounds. Deliberate outreach to individuals and organizations across industries allows for access to fresh pools of talent with a greater diversity of backgrounds. Programs use language for job announcements, marketing materials, and applications for professional development programs that is inclusive and encourages diverse people to apply.

#### 1.3.1 Staff Training

All programs must ensure that staff receive regular, high-quality training, including staff participation in CoC training. The CoC has the responsibility of providing access to training to support programs in implementing these homeless services standards.

For site-based programs, there is at least one staff person on-site at each facility at all times who has had training and orientation on the following topics:

1. CPR
2. First Aid
3. Crisis intervention and de-escalation techniques
4. Cultural sensitivity
5. Sexual harassment
6. Universal Precautions (disease transmission prevention)
7. Child abuse/neglect reporting laws (if program provides services to children)
8. Search and Seizure/Probable Cause (shelter programs only)

9. TB Prevention (shelter programs only)

10. Medication handling (shelter programs only if shelter handles medication)

In temporary or winter shelters, staff receive at minimum a one-time training per season/year on these subjects.

#### 1.4 ADMISSION PROCEDURES, ELIGIBILITY, AND DOCUMENTATION

Programs have committed themselves to promoting equal opportunity and non-discriminatory treatment in all aspects of the housing related services they provide and to comply with and support the federal government, the State of Oklahoma and the City of Tulsa in prohibiting any and all forms of discrimination against classes identified in the following:

- The Federal Fair Housing Act ("FHA" 42 U.S.C 3601, 3602, 3603, 3604, et seq.), the implementing regulations at 24 CFR part 100, Executive Order 11063, HUD Notice CPD-15-02 and 24 CFR Parts 5, 200, 203, 236, 400, 570, 574, 576, 882, 891 and 982.
- The Oklahoma Fair Housing Act ("OKFHA" Okla. Rev. Statutes Title 25 §1451, et seq.).
- Tulsa Revised Ordinances, Title 5 §104.

As a matter of internal policy and in conformity with the authorities referenced above, programs do not support any form of discrimination based on any other factor illegal under federal, state or city statute, regulation or ordinance (any of which is an "Unlawful Category"). Programs may not discriminate on the basis of race, color, national origin, religion, sex, age, familial status, ancestry, marital status, sexual orientation, gender identity, or disability. Programs must provide notice of this non-discrimination policy to clients and prospective clients.

The program's admission process must include written eligibility criteria that are fair and objective. The process must also include verbal or written notification in no higher than a fifth grade reading level, in the frequently encountered languages of limited English proficient groups eligible to be served by the program, or in a fashion readily accessible to accommodate hearing impaired, Deaf, and sight impaired individuals (*e.g.*, Braille, audio, large type, assistive listening devices, and sign language interpreters), upon request, of reasons for non-acceptance. The eligibility information must be made available to clients at intake and staff must provide answers to questions about the admission criteria and process.

Programs must have formal appeal procedures through which clients may appeal unfavorable admission or eligibility decisions. Programs must provide clients with a copy of the policy for appeals at intake in no higher than a fifth grade reading level and in a fashion readily accessible to accommodate hearing impaired, Deaf, and sight impaired individuals (*e.g.*, Braille, audio, large type, assistive listening devices, and sign language interpreters). *See Procedures to Protect Client Rights, Section 1.6.* In addition, any person who believes that they or a family member has experienced actions in violation of any of the above policies may report the issue to the CoC. The CoC will investigate the claim and take remedial action as appropriate, taking into account the outcomes of the program's established due process procedures.

### 1.4.1 Housing First

Programs adhere to a Housing First approach to applicant admission, which is also reflected in their written policies and procedures:

- Tenant screening and selection practices promote accepting applicants regardless of their sobriety or use of substances, completion of treatment, mental health status, or participation in services.
- Applicants are not rejected on the basis of poor credit or financial history, employment status, poor or lack of rental history, criminal convictions unrelated to tenancy (except as mandated by funding requirements), or behaviors that indicate a lack of housing readiness.
- Any rejections of potential clients for safety or health reasons should be rare and considered on a case by case basis. A program may reject a potential client if they have posed a direct threat to the health or safety of the program's staff or clients in the past, subject to the program's written guidelines regarding expulsion, which specify whether and when expelled clients may again be eligible for program participation. Programs may not make assumptions about how a particular potential client is likely to behave based on past experience with other clients.

#### 1.4.1.1 *Housing First and Youth*

A youth-focused approach to Housing First goes beyond assisting young people merely to become independent, but rather, enables them to make a successful transition to adulthood. Accommodation and supports must first be designed and implemented in recognition of the developmental needs and challenges of youth and second, foster and enable a transition to adulthood and wellness based on a strengths-based approach.

In addition to accessing housing (and obtaining rent supplements), young people are provided with a range of social supports include facilitating reconnection with family and natural supports where safe and appropriate, are provided with referrals and assistance in accessing services and supports, in re-engaging with education and training and setting career goals and career goals. In terms of youth engagement, young people are supported in volunteering, exploring community resources and opportunities in their community, attending community events, identifying interests and exploring opportunities for them to become involved in programming.

Some youth – particularly very young teens – may not have attained the necessary life skills, independence and maturity to maintain their own apartment (while others will). Furthermore, young people with mental health and addictions issues (or a combination of both) in some cases find that independent living is isolating and may become an enabling environment for drug use and therefore would prefer to address other developmental/health issues prior to independent living. Young people are able to exercise some choice regarding the location and type of housing they receive (*e.g.*, neighborhood, congregate setting, scattered site, etc.). Choice may be constrained by local availability and affordability. This may mean that some young people want independent scattered site housing, but others may feel that congregate transitional housing models better suit their needs.

For young people with addiction challenges, a recovery orientation means access to a harm reduction environment. However, as part of the spectrum of choices that underlies both Housing First and harm reduction, people may desire and choose ‘abstinence only’ housing. There should be no requirement of sobriety or abstinence.

#### *1.4.1.2 Recovery Housing*

Notwithstanding its emphasis on a Housing First approach, AWH4T also recognizes the importance of providing individual choice to support various paths towards recovery. Some people pursuing recovery from addiction express a preference for an abstinence-focused residential or housing programs where they can live among and be supported by a community of peers who are also focused on pursuing recovery from addiction. AWH4T supports individual choice by ensuring that housing options are available for people at all stages of recovery, including people who continue to use drugs or alcohol and people who are opting and striving for abstinence. Housing First and recovery housing should be developed to run robustly in parallel ways that allow persons to move freely back and forth between them as the individual chooses.

Where a person experiencing homelessness with a substance use disorder indicates that their preference is to live in a community that uses a peer community to support sobriety, recovery housing is an appropriate option. The key is that the program participant has sought out this type of program as their preferred choice for supporting their personal commitment to their sobriety and holistic recovery.

Recovery housing programs provide a progression of supports throughout the recovery process. Programs focused on addiction treatment and recovery that are short-term provide more intensive supports, particularly at the beginning of the recovery process, while longer-term programs provide fewer supports.

Recovery housing programs to have the following defining characteristics and best practices:

1. Program participation is self-initiated (there may be exceptions for court ordered participation) and residents have expressed a preference for living in a housing setting targeted to people in recovery with an abstinence focus;
2. There are minimal barriers to entry into programs, so that long periods of sobriety, income requirements, clean criminal records, or clear eviction histories are not required for program entry;
3. Generally, housing is single-site because of the benefits of the creation of a recovery-oriented community, but may include other housing configurations;
4. Residents have personal privacy and 24/7 access to the housing, with community space for resident gatherings and meetings;
5. Holistic services and peer-based recovery supports are available to all program participants;
6. Along with services to help achieve goals focused on permanent housing placements and stability, and income and employment, programs provide services that align with participants’ choice and prioritization of personal goals of sustained recovery and abstinence from substance use;

7. Relapse is not treated as an automatic cause for eviction from housing or termination from a program – the program includes relapse support;
8. Discharge from the program should only occur when a participant’s behavior substantially disrupts or impacts the welfare of the recovery community in which the participant resides, and the participant may apply to reenter the housing program if they express a renewed commitment to living in a housing setting targeted to people in recovery with an abstinence focus; and
9. Participants who determine that they are no longer interested in living in a housing setting with an abstinence focus, or who are discharged from the program or evicted from the housing, are offered assistance in accessing other housing and services options, including options operated with harm reduction principles.

## 1.5 PROTOCOLS, POLICIES, AND PROCEDURES

Programs have reasonable guidelines for clients that are appropriate for the program model, target population, and services provided. Such guidelines clearly inform clients of the obligations upon which their continued participation in the program depends and the sanctions for non-compliance. Programs provide clients with a copy of the guidelines at intake in the frequently encountered languages of limited English proficient groups eligible to be served by the program and in a fashion readily acceptable to accommodate hearing impaired, Deaf, and sight impaired individuals. In addition, it makes immediately available and accessible the guidelines in a location readily accessible to clients and visitors in no higher than a fifth grade reading level, in the frequently encountered languages of limited English proficient groups eligible to be served by the program, and in a fashion readily accessible (e.g., Braille, audio, large type, assistive listening devices, and sign language interpreters).

The program guidelines specify the rights of clients and the procedures in place to protect their rights and dignity. See *Procedures to Protect Client Rights, Section 1.6*. This information is provided in a manner which is clear and easily understood by clients. The program guidelines are applied to all clients, unless a client has asked for a reasonable accommodation due to their disability. Clients are permitted to exercise these rights without fear of reprisal.

The program guidelines include the policy and procedures governing how and when searches of clients' private possessions may be conducted, if applicable. The program guidelines specify the reasons or conditions for which a client may be sanctioned or expelled, including those behaviors which constitute gross misconduct and are grounds for immediate discharge from the program and those which would prompt a written warning if violated and potential discharge if violated repeatedly and specifying whether and when expelled clients may again be eligible for program participation. The program guidelines describe the formal appeal procedures through which clients may appeal program regulations, sanctions or expulsions.

### 1.5.1 Protection of Client Choice

Programs adhere to a Housing First approach, which is also reflected in their written policies and procedures:

- Supportive services that are highly tenant-driven without predetermined goals and that emphasize engagement and problem solving over therapeutic goals and service plans.
- Participation in services or program compliance is not a condition of housing tenancy or program participation.
- The use of alcohol or drugs in and of itself, without other program guideline violations, is not a reason for termination from the program.
- Case managers and service coordinators are trained in and actively employ evidence-based, trauma-informed practices for client engagement, including, but not limited to, motivational interviewing and client-centered counseling.
- Services are informed by a harm-reduction philosophy that recognizes drug and alcohol use and addiction as a part of tenants lives, where tenants are engaged in nonjudgmental communication regarding drug and alcohol use, and where tenants are offered education regarding how to avoid risky behaviors and engage in safer practices, as well as connected to evidence-based treatment if the tenant so chooses.
- Program facilities may include special physical features that accommodate disabilities, reduce harm, and promote health and community and independence among tenants.
- Programs serving homeless youth should use a positive youth development model and be culturally competent to serve unaccompanied youth under 25 years of age. Providers should work with the youth to engage in family reunification efforts, where appropriate and when in the best interest of the youth.

## 1.6 PROCEDURES TO PROTECT CLIENT RIGHTS

### 1.6.1 Basic Rights

The rights and dignity of clients are respected by program staff and policies. At a minimum, clients are afforded the following rights and protections:

- Clients are entitled to safe, healthy environments for service delivery, housing, and shelter. Clients are treated with respect and dignity as individuals.
- Clients with disabilities receive reasonable accommodations as needed under the Fair Housing Act and Titles II and III of the Americans with Disabilities Act.
- Programs maintain clear, transparent policies and procedures to inform clients about eligibility, admissions, sanctions, dismissal, and grievances. Clients have the right to remain in the program and may not be dismissed involuntarily without reasonable cause, notice, and due process.
- Confidentiality of clients' information is respected, with necessary exceptions with full disclosure to clients for referrals and further treatment. This includes medical, financial,

personal, behavioral health, and other information which a client might reasonably expect to be kept private. Clients sign clear disclosure statements regarding any private information that will be shared.

- Programs provide client-centered services and reasonable flexibility to tenants in paying their rent, including special payment arrangements such as representative payee or assistance with financial management.
- Programs make efforts to maximize client choice in housing and services, including type and location of housing when possible.
- Housing program staff help tenants understand their legal obligations as tenants to reduce the risk of eviction.

### 1.6.2 Opportunities for Clients in Program Administration

Programs recognize the value of client voice in improving program design and community impact. Programs strive to gather meaningful feedback and utilize it to improve service delivery and system design:

- Programs provide meaningful opportunities for clients to give input and be involved in program design and policies.
- Clients have ongoing opportunities to share opinions and make suggestions.
- Programs have policies outlining how client feedback will be utilized and heard, how it will reach high-level staff and be considered when designing and implementing programs.

### 1.6.3 Protection Against Discrimination

Programs do not discriminate on the basis of any protected characteristic, including race, color, national origin, religion, sex, age, familial status, ancestry, marital status, sexual orientation, gender identity, or disability – shelter, housing, and services programs ensure equal access to all eligible households. Disability and mental health status are never reasons to deny services or program access to a potential client.

Programs require ongoing staff participation in CoC training around inclusion and unconscious bias mitigation, with an emphasis on senior and mid-level managers and hiring/recruiting officials.

Programs maintain a written policy on religious freedom of clients and staff. Clients are not required to participate in religious worship or instruction, and any religious activities – including activities that involve overt religious content such as worship, religious instruction, or proselytization – must be performed separately in time or location from programs that are supported with direct Federal financial assistance (including through prime awards or sub-awards). Program staff do not, in providing assistance, discriminate against a client or prospective client on the basis of religion or religious belief. In providing services and in their outreach activities related to such services, programs do not discriminate against current or prospective clients on the basis of religion, a religious belief, a refusal to hold a religious belief, or a refusal to attend or participate in a religious practice.

Clients with disabilities receive reasonable accommodations to allow program participation. Programs grant client requests to change program policies or procedures when reasonable and necessary due to client's disability. Such an accommodation is treated equally whether requested at intake, during participation, or at exit.

Staff and clients have the right to report discrimination or harassment without fear of retaliation by the program or staff. Programs continually review policies and procedures in order to reasonably accommodate client needs.

### **1.6.3.1 Service Animals**

In shelter and public services spaces, service animals are allowed in all areas of the facility where clients are customarily allowed to go. This includes common areas and sleeping areas in shelters. Clients may not be asked to pay a fee related to their service animals.

Staff may not request documentation for service animals. Staff may only ask the person with a service animal two questions:

1. "Is this a services animal that is required because of a disability?"
2. "What work or tasks has the animal been trained to perform?"

If it is readily apparent or already known that the animal is trained to do work or perform tasks for a person with a disability, staff may not make these inquiries. Staff cannot ask for documentation, ask about the nature of the disability, or require the animal to demonstrate.

Please note that service animals are subject to the same licensing and vaccination rules that are applied to all dogs by local animal control and public health requirements, including the City of Tulsa Animal Welfare Department. Program staff may ask a client to provide documentation of their animal's compliance with local law, or if that is not available, arrange for a veterinarian to examine and/or vaccinate the animal.

Agencies make reasonable modifications to allow service animals unless the modification would fundamentally alter the nature of the services or facilities. ADA-covered facilities cannot deny access unless the animal is out of control and the handler does not effectively act to control it, is not housebroken (trained to control waste elimination except in illness or accident), or poses a direct threat to the health or safety of others that cannot be reduced to an acceptable level by modification of other policies or practices. Any determination of direct threat from the animal must be based on individualized assessment of the specific animal's conduct, not on breed stereotypes or other generalizations.

### **1.6.3.2 Assistance Animals**

Housing and shelter providers may not refuse to make reasonable accommodations in protocols, policies, practices, or services when necessary to give a person with an assistance animal equal opportunity to use and enjoy a dwelling. Providers should engage in an interactive process with the client to discuss proposed accommodations or reasonable alternatives.

If not already known or apparent, providers may request reliable documentation of a disability and the client's disability-related need for the assistance animal. Providers may not request extensive documentation or medical records.

Housing and shelter providers may refuse to allow a particular assistance animal if it would cause undue financial or administrative burden, fundamentally alters the nature of the housing provider's services, directly threatens the health or safety of others, or causes substantial physical damage to the property of others.

#### 1.6.4 Best Practices in Serving Transgender and Gender Non-Conforming Persons

The Equal Access Rule, announced in January 2012, codified HUD's commitment to the fair administration of its funded projects "regardless of marriage status, sexual orientation or gender identity." Following that announcement, in September 2016, HUD further required that decisions related to placement and accommodations in single-sex shelters and facilities must be made in accordance with the client's gender identity. The Equal Access Rule prohibits discrimination on both actual and perceived gender identity. The purpose of these best practices is to ensure the safety, dignity, and well-being of transgender and gender non-conforming persons accessing programs.

##### 1.6.4.1 Common Definitions

The best practice is to treat transgender and gender non-conforming clients with respect. Respect is key to ensuring safety and equal access for all clients. Use of language is one way that staff can show respect. Staff should take care to use words that affirm clients' identities and to avoid words that are offensive.

Transgender and gender non-conforming people vary in what terms they use and prefer to use to describe their experiences. If you are unsure if a term is affirming or offensive to an individual client, you may ask the client what terms they prefer.

The following list of common definitions will be helpful when working with transgender and gender non-conforming clients:

- **Assigned sex:** A person's sex as assigned at birth, typically by a doctor or midwife, based on the person's internal and/or external anatomy. One's assigned sex may or may not correspond to one's gender identity or expression.
- **Gender affirmation surgeries:** Also known as "sexual reassignment surgery." A variety of medical treatments that may be recommended by a healthcare provider to a transgender person in order to treat distress caused by the discrepancy between their gender identity and sex assigned at birth. There is not just one surgery but many surgeries. Avoid using the term "sex change surgery."
- **Gender identity:** A person's internal or innate sense of being male, female, or another gender. One's gender identity may or may not match their assigned sex at birth and may or may not be visible based on outward appearance.
- **Gender expression:** A person's external expression of gender identity (note that many times people do not feel they can safely express their gender identity). Gender expression may be exhibited through behavior, clothing, hairstyle, body language, and voice. Gender expression does not always correspond to a person's gender identity and may change over time or even day-to-day.
- **Gender non-conforming person:** An individual who does not conform to traditional gender roles or stereotypes. Traditional roles and stereotypes vary based on different cultural and societal

ideals. Individuals may be perceived as having a different gender than their outward appearances (behavior, clothing, hairstyle, body language, voice).

- **Gender transition:** Gender transition is a personal process that a transgender person goes through when they begin to live and identify as the gender they see themselves as. This process includes a social transition, with a person changing their gender expression, such as clothes and hairstyle. It also includes a change in pronouns, and possibly their first name, to be reflective of the gender they are transitioning to. This process may also include support from a therapist and a medical transition, which can be hormone replacement therapy and/or gender affirmation surgeries. Some transgender people may not have access to gender affirmation medical treatment due to the prohibitive cost, lack of access to providers, physical health issues, lack of health insurance coverage, and/or personal reasons. The reality is that many transgender people live, present, and are accepted as the gender they see themselves as without gender affirmation medical treatment, hormones, and/or gender affirmation surgeries.
- **Preferred name:** The name with which a person identifies and prefers others to use. A person may or may not do a legal name change.
- **Sexual orientation:** An individual's physical or emotional attraction to the same and/or opposite sex. Sexual orientation is distinct from one's gender expression or identity.
- **Transgender:** An umbrella term for people whose gender identity and/or gender expression is different from their assigned sexes, whether or not they have had any gender-related medical or surgical treatments. Avoid saying "a transgender" and the spelling "transgendered."
- **Transgender man (or "FTM"):** A person who has transitioned from "female to male," meaning a person who was assigned female sex at birth but now identifies and lives as a male. The individual may or may not have undergone medical treatments. Transgender men use male pronouns like "he," "him," and "his." Avoid saying "a transgender" and the spelling "transgendered."
- **Transgender woman (or "MTF"):** A person who has transitioned from "male to female," meaning a person who was assigned male sex at birth but now identifies and lives as a female. The individual may or may not have undergone medical treatments. Transgender women use female pronouns like "she," "her," and "hers." Avoid saying "a transgender" and the spelling "transgendered."

#### **1.6.4.2 Recommended Policies and Procedures**

##### 1.6.4.2.1 [Respect at All Stages](#)

Program staff take steps to show transgender and gender non-conforming clients that they are welcome and respected. At all times, starting with intake and ending with discharge, program staff refer to clients by clients' preferred names and pronouns. In addition, program staff do not ask probing questions about a client's gender identity or gender expression unless the information is relevant to ensuring that the client has a safe stay or a positive experience in the program. For example, a staff member working

with a client to determine sleeping arrangements does not inquire about whether the client has had any gender affirmation surgeries. If the client raises a topic, then the staff member can discuss it with the client, as long as the discussion is respectful and on the client's terms.

If the information is collected, intake forms include a space for "gender identity or preferred gender," "preferred name," and "preferred pronouns," as opposed to "legal name" and "sex." If there are forms that are not within the program's purview to change, staff explain the limitations of the form to the client so that the client understands that the shelter or program staff supports the client's identity. Throughout the process, intake staff should avoid making assumptions about a client's gender based on anything other than the client's description of their own gender. For example, staff should not assume gender based on the client's voice, clothing, appearance, or documentation or ID.

#### 1.6.4.2.2 Confidentiality

When working with transgender and gender non-conforming clients, it is especially important to respect the clients' right to privacy. Disclosing a person's status as transgender may put that client's safety at risk. For example, program staff must be careful to always use the client's preferred name and pronouns, since using a former name or the wrong pronoun could disclose a client's status as a transgender person. Furthermore, program staff should discuss in a private/confidential space any matters that could disclose a client's transgender status.

If information regarding a client's legal name and/or sex at birth is needed and/or collected, it should be kept confidential unless the client chooses to disclose or requests that staff disclose this information. A breach in this protocol may endanger a transgender person's safety. Only staff who must know, in order to keep the client safe or for essential functions, should be told of the client's transgender or gender non-conforming status, unless the client freely chooses to share this information.

#### 1.6.4.2.3 Harassment

Harassment can be traumatic for any client. Programs should revise their existing harassment policies to explicitly cover harassment related to gender identity and expression. Specific forms of harassment that a transgender or gender non-conforming person may confront based on their gender identity or expression include, but are not limited to, the following:

- Deliberately not using the client's preferred name, misusing a form of address, and/or not using the preferred gender pronoun
- Asking inappropriate personal questions about the client's body, genitals, gender identity or expression, or gender transition, including whether the individual has or plans to have medical or surgical procedures
- Disclosing to others that the client is transgender or gender non-conforming
- Posting offensive pictures, or sending offensive electronic or other communications related to the client, including telephone, internet, and text-messaging harassment

- Making derogatory remarks, jokes, insults, threats, or epithets including negative stereotypes about transgender and gender non-conforming people or homophobic comments in the presence of any client
- Asking a client's former name

In addition to taking initiative to ensure that no staff or clients engage in harassment, programs take all possible steps to ensure that no outside vendors, service providers, or other third parties harass transgender or gender non-conforming clients. If any instance of harassment does occur, program staff and leadership follow the same policies and procedures as with any other client issue and with the same level of urgency as they would use for harassment based on race, color, national origin, religion, sex, age, familial status, disability, ancestry, marital status, sexual orientation, gender identity, or any other category or identity. Policies and procedures should:

- Include specific behaviors that violate standards of respectful behavior, such as language, actions and non-verbal intimidation
- Escalate corrective actions if an individual repeats the same violation of standards after educational opportunities are offered
- Focus corrective actions on aggressors who violate project protocols, not on the subject of their harassment
- If a client continues to disrespect a transgender individual, consider as interim steps:
  - Requiring that the harassing client stay away from the transgender individual
  - Making changes in sleeping arrangements without limiting the freedom of the transgender individual, for example, by moving the harassing client
  - Pursuing other interventions that do not result in the expulsion of the harassing client

In no instances should interim or final steps involve expulsion of the harassed client.

#### 1.6.4.2.4 Protecting Client Choice

In circumstances in which shelters, programs, housing, or other facilities (*e.g.*, showers, bathrooms) are sex segregated, transgender individuals are accommodated based on the gender the individual lives and identifies as. For instance, a transgender woman (MTF) should be placed in women's programs, and a transgender man (FTM) should be placed in men's programs, unless the individual indicates that they wish to be placed elsewhere. Some transgender and/or gender nonconforming individuals may not feel ready to be in the gendered space with which they identify. A failure to appropriately assign transgender and/or gender non-conforming clients could result in violence, harassment, sexual assault, and other types of abuse.

Transgender and gender non-conforming persons are allowed to stay in a sex-segregated program and access sex-segregated facilities that correlate with the gender with which they identify. These choices should not be made by staff and should not be dependent on gender-related medical treatment or

status. The majority of transgender clients will choose women's programs and facilities if they live and identify as women, and men's programs and facilities if they live and identify as men. However, a client who feels that they would be unsafe in the program that matches their gender identity should be allowed to stay/participate in another program in which they feel safe.

Programs discuss with transgender and gender non-conforming clients their concerns regarding personal, emotional, and/or physical safety. Review all available options for sleeping arrangements and bathroom and shower facilities, including men's, women's, and gender neutral or single occupant. Conduct these conversations in such a way that they are private and confidential and do not bring unwanted attention to the individual or situation. A client may change their preferred gender or name during their participation in the program. When this occurs, staff discusses options with the client and identify whether any changes in accommodations should be made in order to ensure the client's safety and well-being.

Men's and women's programs post welcoming messages. For example, a women's program could post a sign saying: "We have many types of women here: women of different races, religions, sexual orientations, gender expressions, and gender identities."

#### 1.6.4.2.5 Implementation

Programs should take steps to create an accepting environment. Doing so will also help educate staff and other clients. The following are specific actions that programs can take to demonstrate that their environment is accepting:

- Posting welcoming signs that indicate "transgender people are welcome here" or "we serve many types of women here" and making materials with information about resources available to transgender and gender non-conforming clients freely available and easily accessible to all clients
- Making immediately available and accessible the shelter or program's non-discrimination policy in clear sight of all clients
- Including this section of Tulsa Homeless Services Standards in the staff and volunteer handbooks, for the easy reference of both new hires and seasoned staff

#### 1.6.5 Protection of Privacy

Clients are entitled to enjoy the maximum amount of privacy under the circumstances.

Clients have the right to have private written and verbal communications, including the right to meet with legal representatives and legal counsel.

Clients are entitled to receive and send mail or any other correspondence without interception or interference, where mail service is available.

## 1.6.6 Protection Against Unreasonable Searches and Seizures

### **1.6.6.1 Programmatic or Routine Searches**

Routine or programmatic searches are searches or inspections that do not target individual clients but are conducted for all clients on a routine basis according to a program's written policies and procedures. Programmatic or routine searches include routine bag checks when clients enter program facilities, and room inspections for purposes of pest control. Searches may only be conducted on a programmatic or routine basis when the program has a sufficiently compelling policy reason to conduct such searches, and the search is the least intrusive means to accomplish the goal.

Programmatic or routine searches are permitted only within program facilities, or as a condition to entry to a program facility. Programs must have written policies and procedures regarding when and how program staff will conduct routine searches and what will be done with items of client property that are not permitted in the program facility. Clients must be informed of the program's policies and procedures regarding routine searches, including storage of items not permitted in the program facility, treatment of illegal or dangerous items, and any consequences to the client, at or prior to entry into the program.

Clients must be permitted to refuse to consent to a routine search and elect to exit the program. If a client possesses items not permitted in the program facility, the client must be given the option to retain the items and decline to enter the facility.

Where feasible, programs should offer to retain and store items for the client and return the items when the client exits the facility. If the client chooses to surrender items not permitted in the facility, and the program cannot legally or safely store items (*e.g.*, weapons, illegal drugs), program staff should contact law enforcement or other appropriate authority to arrange for storage or disposal. The program may not disclose information regarding the client's possession of illegal or dangerous items, without the client's prior written consent. Clients must be informed of this course of action prior to surrendering the item.

### **1.6.6.2 Targeted Searches and Seizures**

The following standards apply to congregate living facilities, including site-based emergency shelters and site-based transitional housing. Programs and program staff should not conduct targeted searches of clients or seize client property in other types of facilities (*e.g.*, program offices, facilities providing supportive services), or in permanent housing units occupied by clients. All programs and program staff must respect tenants' rights and protections, when they apply.

Programs must have a policy and procedure governing when and how searches of clients' private possessions may be conducted. These policies and procedures must be in writing and shall be in no higher than a fifth grade reading level, in the frequently encountered languages of limited English proficient groups eligible to be served by the program, and in a fashion readily accessible to accommodate sight impaired individuals (*e.g.*, Braille, audio, large type, assistive listening devices, and sign language interpreters). These policies and procedures either shall be given to clients at intake or made immediately available and accessible.

The program guidelines include the policy and procedures governing how and when searches of clients' private possessions may be conducted. Unless the law requires otherwise, searches will only be conducted when there is "probable cause" to believe that the person has in his or her possession something which may jeopardize the safety of other clients or staff, including a weapon, or illegal material, including illegal drugs. The search policy must include specific factors to be considered in determining "probable cause." The least intrusive means to search will be utilized. The more intrusive the search, the more compelling the circumstances must be to justify the search.

Searches must be made in a reasonable manner with respect for the individual's dignity and privacy. Searches may only be conducted to the extent required in order to find a weapon, illegal material, drugs or alcohol. For example, if a gun is suspected to be in a person's possession, a locker may be searched but not a wallet. Whenever possible, the individual must be given an opportunity to be present during all inspections of his or her belongings.

Before a search is conducted, the program's written search policy shall be given and explained to the person to be searched and the client must be given an opportunity to voluntarily consent to a search. If the person does not consent to the search, and "probable cause" exists to search, the person must be given the choice of being discharged or being searched. Searches of an individual's body must be made by a program staff member of the same gender as the individual being searched.

Unless only one staff person is present at the program, searches must be conducted in the presence of at least two program staff members. If a search is conducted, the following information must be documented in the person's record or if individual records are not kept, in the program's log:

1. The facts establishing reasonable grounds for the search
2. Whether the client consented to the search or was discharged
3. The scope of the search and the manner in which it was conducted
4. The individuals' name(s), gender(s) and role(s) who were present at the search.

Illegal contraband confiscated during a search may be turned over to law enforcement. Oral information identifying from whom the contraband was confiscated may not be communicated to law enforcement unless in response to a subpoena. Written information identifying from whom the contraband was confiscated may not be turned over to law enforcement unless in response to a warrant or subpoena. When the circumstances permit, senior management should supervise interactions with law enforcement.

#### 1.6.7 Confidentiality

Programs respect clients' right to confidential treatment of personal, social, financial, and medical records. Programs must develop and follow written policies and procedures regarding the confidentiality of information about clients. HMIS participating agencies comply with all confidentiality, privacy, and security standards in the Oklahoma Homeless Management Information System Standard Operating Policies and Procedures.

Without a client's lawful consent to disclose information, all information and records obtained in the course of providing behavioral health services is kept strictly confidential, even as to other program staff. Information gathered in the course of other, non-mental health related support services is also kept confidential unless otherwise necessary, following all application privacy, confidentiality, and data security laws and regulations for those services.

Programs ensure that their procedures conform with all applicable legal and statutory requirements including, but not limited to, laws governing health care records and information, information about behavioral health consumers, victims of domestic violence, the federal drug and alcohol confidentiality law, and laws and regulations pertaining to the confidentiality of HIV information. When appropriate, programs should obtain legal counsel regarding the confidentiality of records and the general conditions under which they may be subpoenaed. Additional legal counsel is sought, if necessary, when courts, public officials, investigative units, or law enforcement bodies seek special or unusual information about a client.

Programs comply with mandatory reporting laws and protect clients and the community when a client may be dangerous to self or others. To this end, programs must establish and follow written policies regarding disclosure of sensitive information about the client. Internal policies and procedures are developed for recording and periodically reviewing these cases to determine that appropriate disclosure takes place.

When programs receive a valid request for the release of confidential information, programs obtain the informed, written consent of the client as required by law. Programs provide a copy of the signed consent to the person giving consent and place a copy in the case record. Documentation of a client's consent includes the following elements as well as any other elements that may be required by applicable law:

1. The signature of the person whose information will be released, or the legal guardian of a client who is not able to provide such informed consent
2. The specific information to be released
3. The purpose for which the information is sought
4. The date the consent takes place
5. The date the consent expires
6. The identity of the person to whom the information is to be given
7. The identity of the person within the organization who is releasing the confidential information
8. A statement that the person or family served may withdraw their consent at any time

In the absence of a subpoena or other legal requirement, programs and program staff will not provide information about clients to law enforcement or other outside entities without written consent of the client.

Programs protect the confidentiality and privacy of clients by prohibiting participation in public performances against the wishes of the client or without informed consent of that person (and, for a minor, of the client and the client's parent or guardian); the required or coerced use of public statements that express gratitude to the organization; and the use of identifiable photographs, videotapes, audio-taped interviews, artwork, or creative writing for public relations purposes without the informed consent of that client (and, for a minor, of the client and the client's parent or guardian).

#### 1.6.8 Grievance Procedures

Programs have an internal grievance process that clients can use to resolve conflicts within the program. Programs must have written policies and procedures for resolving grievances, including a statement regarding the client's right to request reasonable accommodation, and make them immediately available and accessible to clients. In addition, each client receives a copy of the grievance policies and procedures, upon intake and upon receiving a warning or discharge notice, in no higher than a fifth grade reading level, in all the frequently encountered languages of limited English proficient groups eligible to be served by the program, and in a fashion readily accessible to accommodate hearing impaired, Deaf, and sight impaired individuals (*e.g.*, Braille, audio, large type, assistive listening devices, and sign language interpreters).

The grievance process focuses on preventing the escalation of conflicts, resolving conflicts, and improving program environments for clients and staff. To the extent possible, the goal of grievance procedures is conflict resolution, rather than determining or assigning fault or blame. To this end, programs strive to maximize the use of informal avenues for resolving disputes whenever possible.

The program's grievance procedures allow clients the opportunity to be represented by a third-party advocate in the grievance process. Reasonable efforts are made to coordinate with the client's advocate in order to schedule the appeal. The program's grievance procedures provide clients the opportunity to present their case before a neutral decision-maker.

Please note that grievances related to the coordinated entry system should be filed in accordance with All Doors Open standards.

#### 1.6.9 Client Termination

A program may terminate assistance to a client who repeatedly violates program requirements or conditions of occupancy. Termination under this section does not bar the program from providing further assistance at a later date to the same individual or family.

Programs that are providing permanent supportive housing for hard-to-house populations persons must exercise judgment and examine all circumstances in determining whether termination is appropriate. A client's assistance should be terminated only in the most severe cases. The termination process is designed to allow due process to the client who can appeal the termination decision.

The client must receive a written copy of the program guidelines and the termination due process before the client begins to receive assistance. If a client is already enrolled in a program, a written copy of the guidelines and termination due process must be provided annually.

### **1.6.9.1 Role of the Case Manager**

The case manager will assist the client to avoid jeopardizing their housing placement (where the client is housed) and participation in the program. The case manager will inform the client when their behaviors may lead to termination from the program and will develop a written agreement with the client to resolve the issues that may result in program termination and consequent eviction from the housing unit (if applicable). The case manager's supervisor will facilitate a meeting with the client and case manager to review the remediation plan outlined in the written agreement, explain the consequences of continued non-compliance with program and/or occupancy agreements, with the ultimate consequence for housed clients termination of rental assistance for violations of program requirements and/or eviction from the premises by the landlord for occupancy agreement violations. This delineation of roles between the case manager's supervisor and the case manager will assist in protecting the established working relationship between the case manager and the client.

If the client refuses to enter into a written agreement and the program and/or occupancy agreement violations persist, the case manager must collect written documentation supporting the reasons for program termination and include the written agreement, if any, noting the degree of implementation and results.

Violations that may result in program termination include:

- Refusal to provide documentation or signature required for program eligibility (e.g. annual recertification);
- Abandonment of the unit without notice to the program staff for more than 30 consecutive days (please note that this does not include instances in which program staff are notified of time-limited vacancy from the unit, however, the length of time away from the unit will be dependent upon the specific requirements of the program funding source);
- Violent or threatening behavior, or other behavior that seriously threatens the health and safety of the client, family members in the household, or other tenants;
- Violent or threatening behavior towards the case manager, other program staff, landlord, property manager, other tenants; and/or
- Legal eviction by a landlord constituting extreme violation of occupancy requirements. Program termination is an option of last resort – programs take a client-centered and trauma-informed approach to supporting clients in addressing nonpayment and late payment of rent and health and safety concerns.

In situations where the client or their family is involved in violent or criminal activity that endangers the safety of the client, family members in the household, or the safety of other tenants, the client may be required to leave the housing unit immediately. In this instance, if it is safe to do so, the case manager will assist the client with locating other housing arrangements or services.

If the violent or threatening behavior is directed towards the case manager, other program staff, landlord, property manager, or other tenants, the program will terminate the client from the program.

The program will work with the All Doors Open Coordination Center to transfer the client to another RRH or PSH program if appropriate and if doing so is not likely to put the client, household members, program staff, or tenants at risk of harm.

#### **1.6.10 Eviction Proceedings by a Landlord**

If a landlord initiates eviction proceedings against a program client in the absence of a program termination notice, the client must inform the case manager of the eviction proceedings and provide a copy of the landlord's eviction letter and all court summons and eviction notices. The case manager will assist the program client to find another unit, with the assistance of All Doors Open. Legal eviction by a landlord may constitute extreme violation of occupancy requirements and subjects the client to possible termination from the program if the reasons for eviction constitute program violations stated above.

#### **1.6.11 Client Appeal to the Program**

A program terminating a client must provide a written letter to the client informing the client of the termination decision along with the reasons for termination, and the date of termination from the program that will result in ending the rental subsidy and/or eviction from the unit if the landlord is a sponsor agency. The letter must provide 30-day notice for termination. The letter must also include a description of the appeal process including the deadline date for the appeal, the person to be contacted to schedule an appeal hearing, and an appeal form to be completed by the program if applicable. The recipient or subrecipient must specify whether supportive services will continue during the 30-day period.

##### ***1.6.11.1 Client Appeal to the Continuum of Care***

If the client's appeal to the program results in the termination being upheld, the client has the right to appeal to the CoC, whose decision is binding. The appeal must be submitted in writing to the CoC Coordinator. The client can also request that the program deliver their appeal request directly to the CoC Coordinator on their behalf. Upon receipt of the appeal request, the CoC Coordinator must convene an appeals panel within ten business days to render a final decision. The appeals panel must consist of the Coordinator (or their designee) and at least two neutral CoC members (from agencies other than the program). The client must attend the appeal hearing and be provided a means of transportation to the hearing if requested by the client. The client must be given the opportunity to present their reasons for remaining in the CoC program. Failure on the part of the client to attend will automatically uphold the termination decision unless the client has made good faith efforts to contact the CoC prior to the appeals hearing stating the reasons for not being able to attend.

## 1.7 FAMILY POLICIES

### 1.7.1 Education

Programs assisting families with children or unaccompanied youth:

- Take the educational needs of children into account when placing families in housing and, to the maximum extent practicable, place families with children as close as possible to their school of origin so as not to disrupt such children's education;
- Inform families with children and unaccompanied youth of their educational rights, including providing written materials, help with enrollment, and linkage to McKinney Vento Liaisons as part of intake procedures;
- Do not require children and unaccompanied youth to enroll in a new school as a condition of receiving services;
- Allow parents or the youth (if unaccompanied) to make decisions about school placement;
- Do not require children and unaccompanied youth to attend after-school or educational programs that would replace/interfere with regular day school or prohibit them from staying enrolled in their original school;
- Make immediately available and accessible notices of student's rights at each program site that serves children and families experiencing homelessness in the frequently encountered languages of limited English proficient groups eligible to be served by the program; and
- Designate staff that will be responsible for:
  - Ensuring that children and youth in their programs are in school and are connected to appropriate services in the community, including early childhood programs as available; and
  - Coordinating with the CoC, the Department of Social Services, the County Office of Education, the McKinney Vento Coordinator, the McKinney Vento Educational Liaisons, and other mainstream providers as needed.

### 1.7.2 Admission and Separation

Programs may not use the age or gender of a family member under 18 or the gender or marital status of a parent or parents as the basis for denying admission to a family. Programs that serve families may not deny admission to any member of a family that is being served by the program (with exceptions in domestic violence situations). "Family member" means any member of a household as defined or identified by the household, and is not limited to persons related by birth, adoption, or marriage.

The CoC work closely with providers to ensure that placement efforts are coordinated to avoid involuntary family separation, including referring clients for the most appropriate services and housing to match their needs.

Continuing efforts are made among cold winter shelters to ensure that families are not separated, and the 211 system is used to help identify the needs of families and keep them together.

## 1.8 SAFEGUARDS FOR DOMESTIC VIOLENCE SURVIVORS

All efforts are made to protect the privacy and safety of survivors of domestic violence, dating violence, sexual assault, stalking, and human trafficking (hereinafter “domestic violence survivors”).

### 1.8.1 Privacy and Safety

The location of domestic violence programs shall not be made public.

No program will deny or terminate assistance or evict a client solely because they are a domestic violence survivor or due to acts of violence perpetrated against them.

## 1.9 FOOD SERVICES

All programs that provide food services on-site comply with the following standards:

- If a program provides meals, they are well-balanced and nutritious. The meals may be provided either directly or through a contractual arrangement.
- All health codes are observed in the preparation and storage of food.
- Programs providing food services make a reasonable effort to meet all clients’ cultural needs as well as medically appropriate dietary needs as prescribed by appropriate medical or dental personnel.
- Programs providing food services on-site provide food buying and menu planning by a staff member, consultant or volunteer knowledgeable in nutrition.

## 1.10 TRANSPORTATION SERVICES

All programs providing transportation services with agency vehicles comply with the following standards:

- The program has written policies and procedures that guide the use and maintenance of agency motor vehicles used for client transportation.
- If the program serves people with children, it has sufficient car seats and booster seats for infants and toddlers, and children six years or younger and/or 80 pounds or below must use them in a manner complying with existing law.
- All vehicles (personal and agency) used for transportation are fully and adequately insured, operated only by licensed drivers, and have up-to-date registration. All drivers and passengers use seat belts, as required by law.
- Mass transport vehicles receive, at a minimum, an annual safety inspection by qualified individuals. Documentation of immediate completion of safety repairs is kept on file.
- Programs ensure transportation is provided for those requiring wheelchair accessibility.

## 1.11 EMERGENCY PROCEDURES

### 1.11.1 Standards for Program Facilities

There are posted policies and procedures for responding to emergencies. Programs have written protocols to guide staff response to crises including, but not limited to, physical injury, client suicide attempts, overdoses, and domestic or other violence. The protocols should outline the way in which police and fire departments should enter the facility, what they can expect of clients and staff when they enter the facility, and which staff to interact with. This document should be created in cooperation with the police and fire departments and should be part of an ongoing relationship with these departments.

Programs have fire safety systems including a posted evacuation plan and map in each room and all items required by building, safety, and health codes. Programs have at least one designated individual person on site at all times who has had training and orientation on emergency procedures.

Programs have first aid equipment and supplies for medical emergencies available at all times. These supplies are checked regularly to ensure they are up to date and their location in the facility is clearly marked. Programs have a phone available 24 hours per day to contact the fire department, paramedics, police and site supervisor personnel, and posts a list of such emergency numbers.

Programs promptly and appropriately respond to the medical problems of clients and staff. Universal precaution practices are used to prevent transmission of diseases and are implemented under the presumption that blood and body fluids from any source are to be considered potentially infectious. Supplies necessary for maintaining universal precautions, such as sharps containers, are available.

A map designating the location of the gas main will be conspicuously posted and known to the program's on-site emergency response designee. A gas shut-off tool must be attached near the gas main. Instructions for using the gas shut-off tool must be posted next to the tool in the frequently encountered languages of limited English proficient groups eligible to be served by the program.

### 1.11.2 Disaster Preparedness and Response

Agencies should participate in community-wide disaster preparedness efforts, including training and drills and comply with the City of Tulsa/Tulsa County Emergency Operations Plan.

## 2 COORDINATED ENTRY

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Coordinated Entry Systems are important in ensuring the success of homeless assistance and homeless prevention programs in communities. Such systems help communities systematically assess the needs of program participants and effectively match each individual and family with the most appropriate resources to address that individual or family's particular need. Under the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH Act) and the interim rule for the Continuum of Care Program, each CoC must establish and operate a centralized or coordinated assessment system (24 CFR 587.7 (a)(8)).

Most communities lack the resources needed to meet all of the needs of people experiencing homelessness. This, combined with the lack of well-developed coordinated entry processes, can result in severe hardships for people experiencing homelessness. Coordinated Entry Systems help communities prioritize assistance based on vulnerability and acuity of service needs to ensure that people who need assistance the most can receive it in a timely manner. A Coordinated Entry System also provides information about service needs and gaps to help communities plan and identify needed resources.

A Coordinated Entry System (CES) is intended to increase and streamline access to housing and services for individuals and families experiencing homelessness, match appropriate levels of housing and services based on their needs, and prioritize individuals and families with severe service needs for the most intensive interventions.

U.S. Department of Housing and Urban Development (HUD) defines a centralized or coordinated assessment/entry system as “a centralized or coordinated process designed to coordinate program participants’ intake, assessment, and provision of referrals. A centralized or coordinated assessment system covers the geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool” (24 CFR 578.3) Participation in the coordinated intake system is required for HUD CoC and ESG grantees.

Tulsa’s All Doors Open coordinated entry system is designed to meet the requirements of the HEARTH Act, under which, at a minimum, Continuums of Care must adopt written standards that include:

1. Policies and procedures for providing an initial housing assessment to determine the best housing and services intervention for individuals and families;
2. A specific policy to guide the operating of the centralized or coordinated assessment system on how its system will address the needs of individuals and families fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter services from non-victim service providers;
3. Policies and procedures for evaluating individuals’ and families’ eligibility for assistance;
4. Policies and procedures for determining and prioritizing which eligible individuals and families will receive transitional housing assistance;
5. Policies and procedures for determining and prioritizing which eligible individuals and families will receive rapid rehousing assistance; and
6. Policies and procedures for determining and prioritizing which eligible individuals and families will receive permanent supportive housing assistance.

## 2.1 COMMON GOALS

1. The process will be easy for the individual or family, and provide quick and seamless entry into homelessness services;

2. Individuals and families will be referred to the most appropriate resource(s) for their individual situation;
3. The process will prevent duplication of services;
4. The process will reduce length of homelessness; and
5. The process will improve communication among agencies.

## 2.2 GUIDING PRINCIPLES

The goal of All Doors Open is to provide each individual or family with adequate services and support to meet their housing needs, with a focus on returning them to housing as quickly as possible. Below are the guiding principles:

1. **Adopt Community Standards:** Allow flexibility for customization beyond baseline standard.
2. **Individual choice:** Individuals will be given information about the programs available to them and have choice about which programs they want to participate in. Individuals are also engaged as key and valued partners in the implementation and evaluation of the All Doors Open to obtain their feedback on the effectiveness of the system.
3. **Promote person-centered practices:** Every individual should be treated with dignity, offered at least minimal assistance, and participate in their own housing plan.
4. **Housing First:** In alignment with HUD and federal guidance, All Doors Open utilizes Housing First philosophy and practices.
5. **Prioritize the most vulnerable:** Acuity and vulnerability serve as the primary factor for prioritization. Limited resources should be directed first to individuals or families that are most vulnerable. Less vulnerable individuals or families are assisted as resources allow.
6. **Collaboration:** Because All Doors Open is being implemented community-wide, it requires a great deal of collaboration between AWH4T CoC, providers, mainstream assistance agencies, funders, and other key partners. Collaboration will be fostered through open communication, transparent work by a strong governing council (AWH4T), consistently scheduled meetings between partners, and regular reporting on the performance of All Doors Open.
7. **Accurate data:** Data collection is a key component of the All Doors Open processes. Data from both the screening and assessment processes reveals what resources are needed most. To capture this data accurately, participating providers enter screening and referral data into the 360 Degree Referral System and common assessment and housing placement data into Homeless Management Information System (with the exception of special populations outlined later in this document).

8. **Transparency:** Engage others in open communication and discussion about All Doors Open. Make thoughtful decisions that are inclusive of differing views, expertise and experiences and informed by data. Communicate systemic decisions directly, openly and clearly.
9. **Performance-driven decision making:** Decisions about and modifications to All Doors Open processes will be driven primarily by the need to improve system performance on key outcomes. These outcomes include reducing new entries into homelessness for the first time, reducing the length of homelessness, and reducing repeat entries into homelessness. Changes may also be driven by a desire to improve processes-oriented outcomes, including reducing the amount of wait time for services and/or housing.

## 2.3 SYSTEM OVERVIEW

### 2.3.1 Local Vision for Coordinated Entry

All individuals and families experiencing or at risk of homelessness in Tulsa County geographic area will have fair and standardized access to the most appropriate housing intervention and services. Services are provided in a person-centered, culturally competent setting that supports participant choice and dignity.

### 2.3.2 System Design

The Tulsa City/County Coordinated Entry System “All Doors Open” described in these standards will coordinate and strengthen access to housing for individuals and families who are at risk of or experiencing homelessness. Tulsa’s All Doors Open institutes consistent, uniform and standardized referral processes to determine, secure and prioritize immediate and long-term housing needs. When serving individuals and families, the key question becomes not whether this individual or family is eligible for our program, but “What housing and service assistance options are best for this individual or family among the various options available in the CoC?”

All Doors Open is designed to:

1. Support anyone who needs assistance to know where to go to get that assistance, to be assessed in a standard and consistent way, and to connect with support and housing services that best meet their individual needs;
2. Ensure clarity, transparency, consistency and accountability for individuals and families experiencing homelessness, referral sources, and services providers throughout the access, screening and assessment, prioritization and referral processes of the All Doors Open;
3. Ensure that individuals and families gain access as efficiently and effectively as possible to the type of intervention most appropriate to their immediate and long-term housing needs;
4. Facilitate exits from homelessness to stable housing in the most rapid manner possible given available resources;
5. Ensure that individuals and families who are the most vulnerable have priority access to available eligible housing resources; and
6. Ensure that individuals and families who have been homeless the longest and/or are the most vulnerable have priority access to scarce permanent supportive housing resources.

The All Doors Open serves all individuals and families who are experiencing or at risk of homelessness as defined under the federal HEARTH Act and its implementing regulations. All Doors Open serves Tulsa County; the entire geographic area of the Tulsa City/County CoC.

AWH4T uses a decentralized “no-wrong-door” system of access, so that persons in need can enter the system at multiple participating agencies in different geographic locations. All Doors Open strives to be inclusive and continuously seeks partnerships with public service institutions (health departments, county clinics, human services), faith-based organizations, other institutions (hospitals and jails), and mainstream resources to serve as access points.

At various provider access points, individuals and families experiencing a housing crisis complete a screening tool that considers the individual or family’s need for specialized services and the ability to prevent or divert the individual or family from experiencing homelessness. Should homelessness not be avoidable, a standardized common assessment tool is used to determine the individual or family’s vulnerability. The common assessment tool is integrated into the Homeless Management Information System (HMIS) and may be conducted at partner agencies, including shelters, drop-in centers, transitional housing programs, outreach programs, telephonically, or wherever people who are experiencing homelessness first enter Tulsa’s coordinated entry system.

Housing programs, including permanent supportive housing, rapid re-housing, transitional housing and safe-haven housing fill available spaces in their programs from a By-Name-List of eligible individuals and families generated from HMIS. To ensure the most vulnerable are housed first, the By-Name-List is prioritized based on common assessment scores and length of time homeless. This coordination

improves the targeting of housing resources and reduces the need for people to separately seek assistance at various partner providers.

### 2.3.3 Disclaimer

The AWH4T All Doors Open's four core functions (access, assessment, prioritization and referral) are designed to ensure individuals and families experiencing homelessness have fair and equal access to housing programs and services within the Continuum of Care. It is not a guarantee that the individual or family will meet final eligibility requirements for a service or housing program.

## 2.4 KEY TERMS

- **360 Degree Referral System:** The web-based software powered by UniteUs used to make and receive referrals to community resources.
- **Access points:** Access points are the places—either virtual or physical—where an individual or family in need of assistance accesses the coordinated entry process.
- **All Doors Open:** The coordinated entry system developed by AWH4T City/County CoC.
- **Built for Zero:** The Built for Zero Initiative is a rigorous national change effort designed to help a core group of committed US communities end chronic and veteran homelessness. AWH4T was selected to participate in 2015.
- **By-Name-Lists:** List of individuals and families experiencing homelessness in the service area prioritized for housing interventions. All Doors Open maintains individual By-Name-Lists for chronic individuals, families, Veterans, and youth.
- **Case conferencing:** Regular meetings in which partner provider staff track, engage, and connect individuals and families experiencing homelessness to permanent housing. These meetings occur regularly for Chronic Individuals, Veterans, Youth, and Families.
- **Case conferencing lead (CCL):** Partner provider staff who attend case conferencing on regular basis and are assigned to prioritized individuals or families. The CCL works with the individual or family to gather required documents, assess individual and family preference and eligibility for housing services, and coordinate with partner providers to facilitate referrals.
- **Chronic By-Name-List (CHBNL):** The community list of individuals and families experiencing chronic homelessness, prioritized based on acuity.
- **Common assessment:** A standard set of questions used by all All Doors Open partner providers by which individuals and families experiencing homelessness are quickly assessed and prioritized based on their unique circumstances and needs. All Doors Open utilizes the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) as the common assessment.
- **Community Service Council:** The local non-profit organization serving as the Lead Agency for AWH4T.

- **Coordinated entry:** The CoC Program interim rule at 24 CFR 578.3 defines centralized or coordinated assessment as the following: “a centralized or coordinated process designed to coordinate client intake assessment and provision of referrals. A centralized or coordinated assessment system covers the geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool.”
- **Coordinated outreach:** AWH4T’s Coordinated Outreach Task Force providing regular, targeted street outreach and comprised of a diverse group of AWH4T and external partner provider staff. Includes all other All Doors Open partner providers providing regular street outreach to individuals and families experiencing unsheltered homelessness.
- **Diversion:** A strategy that prevents homelessness for people seeking shelter by helping them identify immediate alternate housing arrangements and, if necessary, connecting them with services and financial assistance to help them return to permanent housing.
- **Family By-Name-List (FBNL):** The community list of families experiencing homelessness, prioritized based on acuity.
- **Inactive status:** Individuals and families become inactive if there is no contact with the assigned Case Conferencing Lead (CCL) or other All Doors Open providers within 90 days.
- **Participating provider:** An organization that provides housing or services to people experiencing or at risk of homelessness.
- **Prioritization:** People experiencing (or at-risk of) homelessness will be prioritized in a transparent, consistent manner that takes into account the individual’s vulnerability and needs. Prioritization will be a transparent process for the benefit of both providers and those seeking assistance.
- **Screening tool:** The common screening tool designed to connect unique populations to specialized services, prioritize prevention referrals, pursue diversion opportunities and refer individuals and families to emergency resources.
- **Street outreach:** Mobile assessors contact and engage persons experiencing homelessness living on the streets and connect them to housing and other community services. Outreach workers are trained in administering the common assessment tool and enter those customers in HMIS for prioritization and housing referral through Coordinated Entry.
- **Veterans By-Name-List (VBNL):** The community list of Veterans experiencing homelessness, prioritized based on acuity.
- **Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT):** A survey administered both to individuals and families to determine risk and prioritization when providing assistance to persons experiencing or at risk of homelessness.

- **Youth By-Name-List (YBNL):** The community list of transitional-age-youth experiencing homelessness, prioritized based on acuity.

## 2.5 PROCESS WORKFLOW

### 2.5.1 Step One: Access and Screen

Individuals and families access All Doors Open through any of the partner providers, 360 Degree Connection Center (2-1-1), Tulsa Day Center for the Homeless, or through coordinated street outreach.

Partner providers may conduct the screening onsite or connect the individual or family to 2-1-1 connection center or Tulsa Day Center for the Homeless for screening. Individuals and families are screened for specialized services (youth and DV) and prevention/diversion supports. Individuals and families in need of prevention supports are prioritized and referred to eligible prevention providers. The prescreen/diversion tool is completed and documented in the 360 Degree Referral System.

Individuals and families that are literally homeless and cannot be diverted from homelessness receive referrals to needed support services and emergency shelter.

### 2.5.2 Step Two: Assessment

Individuals or families that are literally homeless and cannot be diverted through the screening are assessed using the common assessment tool, the VI-SPDAT. Trained staff utilize the population appropriate VI-SPDAT version and obtain ShareLink Authorization for Use and Disclosure (Attachment C). Upon completion of the common assessment, trained staff begin the process of documenting HUD chronicity and gathering disability documentation, as required. The common assessment and authorization are documented in the Homeless Management Information System (HMIS).

### 2.5.3 Step Three: Prioritization and By-Name-List(s)

The individual or family is added to the appropriate By-Name-List in HMIS. For more information about how individuals and families are added to the By Name Lists, see the By Name List section of this manual. By-Name-Lists prioritize individuals and families based on a three-tiered system:

1. VI-SPDAT score;
2. Length of Time Homeless; and
3. History of victimization, veteran status, or currently unsheltered.

### 2.5.4 Step Four: Case Conferencing

As individuals and families move to the top of the list, they are staffed at community case conferencing meetings (Fresh Start). During case conferencing, a lead is identified and assigned to the individual or family. The case conferencing lead (CCL) is expected to report updates on the individual's or family's housing preferences, last contact, recommended housing plan match (PSH, RRH, SSVF, HUD-VASH, etc.), and document-ready status.

### 2.5.5 Step Five: Referral

Once the individual or family has been matched based on eligibility, they are referred to an available housing resource as they become available. The CCL works with the individual or family to complete or update the required documents and submit to the housing supports.

### 2.5.6 Step Six: Placement

Once the individual/household enrolls in the permanent housing program, they are removed from the By-Name-List(s) and program entry is documented in HMIS by the provider. The CCL, either directly or through targeted coordination with provider case management, work with the housing provider to assist the individual or family in moving-in. Once an individual or family moves into permanent housing, the move-in is documented in HMIS by the provider. Individuals and families may continue to be staffed in case conferencing if there are unmet supports critical to housing stability.

## 2.6 ROLES AND RESPONSIBILITIES

### 2.6.1 AWH4T Governing Entity

AWH4T is the designated Governing Board for the CoC. AWH4T is responsible for compliance with HUD requirements under the CoC Interim Rule that include:

1. Establishing a coordinated entry system;
2. Meeting the HUD coordinated entry requirements, described above, in the CoC Interim Rule, and in any other HUD Notice, and in the Annual CoC Notice of Funding Availability;
3. Establishing written standards for CoC assistance; and
4. Coordinating with ESG recipients in establishing the coordinated entry system and CoC written standards.

### 2.6.2 CES Task Force

The AWH4T Coordinated Entry Task Force includes participation from the following participating provider agencies. Task force membership remains open to community members and participating agencies.

1. Department of Veteran Affairs Center
2. Tulsa Day Center for the Homeless
3. Community Service Council
4. Youth Services of Tulsa
5. Domestic Violence Intervention Services Volunteers of America
6. Tulsa County Social Services
7. Tulsa Housing Authority

8. Family & Children's Services
9. Surayya Anne Foundation
10. Tulsa Cares
11. Restore Hope Ministries
12. Mental Health Association of Oklahoma
13. Salvation Army, Center of Hope

The responsibilities of the CES Task Force are as follows:

1. Serving as a forum for CoC member, provider, and community participation in planning, implementing and operating the All Doors Open;
2. Developing specific, program, policy, and technology options and solutions for recommendation to and approval by AWH4T;
3. Coordinating with the staff of the CoC and CES Lead Agency designated for the coordination of the All Doors Open;
4. Coordinating with the CoC's technology provider, to include the Homeless Management and Information System (HMIS) and any other technology approved and adopted by AWH4T to support the system, such as the 360 Degree Referral System;
5. Monitoring the overall implementation of All Doors Open and working with the CES Lead Agency and Data Quality and Management Committee to coordinate annual work plans for improvement; and
6. Developing annual plans for marketing with the Communications Committee and the CES Lead Agency.

### 2.6.3 AWH4T and CES Lead Agency

The Community Service Council serves as Lead Agency for the AWH4T CoC and the CES. The Community Service Council's Housing and Homelessness Division CES Coordinator works in coordination with AWH4T partners' agencies to address the broad array of individual and family needs through referral to providers of necessary services.

1. Serving as the primary community contact for All Doors Open;
2. Developing and monitoring All Doors Open implementation plan and timelines;
3. Ensuring a consistent and accurate flow of information between AWH4T Governance Council, and CES Taskforce;
4. Providing regular and adequate reporting from the 360 Degree Referral System and HMIS to meet operational and evaluation needs of the All Doors Open;
5. Ensuring all participating provider staff within the All Doors Open have completed the required training;
6. Attending all HUD and other Technical Assistance Coordinated Entry and CE Lead trainings;
7. Providing updates on Coordinated Entry System updates, changes, etc. to the local community and stakeholders;
8. Working collaboratively with the non-HMIS participating providers;
9. Maintaining records of all Partner Provider Agreements and Staff Agreements for the All Doors Open;
10. Supporting participating staff and providers in complying with All Doors Open Coordinated Entry System standards;
11. Conducting marketing and outreach activities as required by All Doors Open policy and annual marketing and communication plan;
12. Ensuring the All Doors Open has established an after-hour plan for accessing emergency services. Ensures all relevant stakeholders are aware of the plan; and
13. Complying with all HMIS policies and procedures.

The CSC, as the CES Lead is not responsible for changing data for other HMIS-using providers or pulling reports for other HMIS-using providers, unless there is an Agency Partnership Agreement between the partner providers that is submitted to, and approved by, Community Service Council and A Way Home for Tulsa Governance Council.

### 2.6.4 Partner Providers

All programs that receive HUD CoC and ESG funding are required by their funding sources to participate in All Doors Open. All other programs, providers, or agencies serving the community are welcomed and

encouraged to become partners in All Doors Open. Partners with programs not required by their funder to participate in All Doors Open will sign a Partner Provider Agreement (Attachment A) agreeing to participate in All Doors Open. In general, partner providers are responsible for:

1. Ensuring that persons seeking assistance have prompt access to screening and assessment in a safe environment;
2. Carrying out screening and assessment of individuals and families, responding to their immediate needs, using All Doors Open tools and technology, and supporting referral of persons per All Doors Open protocols;
3. Attending All Doors Open trainings;
4. Following All Doors Open standards;
5. For receiving providers – accepting and promptly acting on individual and family referrals through CES;
6. Participating in case conferences requested to resolve housing placement issues or concerns; and
7. Complying with fair housing legal requirements in all housing transactions and tenant selection plans and procedures.

All providers that receive ESG funding for a homelessness prevention project are required to participate in All Doors Open (HUD Notice CPD- 17-01). Homelessness prevention projects that are not ESG funded are encouraged to use the All Doors Open System to prioritize prevention funding. All Doors Open utilizes the 2-1-1 360 Degree Connection Center as a centralized access point for prevention services. The Connection Center screens, prioritizes, and makes referrals to prevention services including ESG funded prevention programs and the Veteran Affairs Supportive Services for Veteran Families (SSVF) program. Participating prevention service providers prioritize the processing of referrals based upon prevention screening scores.

#### **2.6.4.1 New Participating Providers**

A Way Home for Tulsa welcomes other community providers to participate in the All Doors Open system. AWH4T develops marketing and recruitment strategies annually to engage needed providers on to All Doors Open based upon need and demand for services by the individuals and families served. All interested providers are encouraged to contact the CSC Housing and Homelessness Coordinator for the Coordinated Entry System, All Doors Open, to begin the on-boarding process.

## **2.7 NON-DISCRIMINATION POLICY**

The AWH4T CoC All Doors Open permits recipients of Federal and State funds to comply with applicable civil rights and fair housing laws and requirements. AWH4T takes all necessary steps to ensure that the All Doors Open is administered in accordance with the Fair Housing Act which prohibits discrimination in all housing transactions on the basis of race, national origin, sex, color, religion, disability status,

ancestry, marital status, sexual orientation, gender identity, and familial status. This also includes protection from housing discrimination based on source of income. The All Doors Open Partner Provider Agreement requires participating providers to use All Doors Open in a consistent manner with the statutes and regulations that govern their agencies and service and housing programs. It is further recognized that the Fair Housing Act recognizes that a housing provider may seek to fulfill its “business necessity” by narrowing focus on a subpopulation within the homeless population. The All Doors Open may allow filtered searches for subpopulations while preventing discrimination against protected classes.

Participating providers must comply with the non-discrimination and equal opportunity provisions of Federal civil rights laws, including the following:

1. Fair Housing Act – prohibits discriminatory housing practices based on race, color, religion, sex, national origin, disability, or familial status;
2. Section 504 of the Rehabilitation Act – prohibits discrimination on the basis of disability under any program or activity receiving Federal financial assistance;
3. Title VI of the Civil Rights Act – prohibits discrimination on the basis race, color, or national origin under any program or activity receiving Federal financial assistance;
4. Title II of the Americans with Disabilities Act prohibits public entities, which includes State and local governments, and special purpose districts, from discriminating against individuals with disabilities in all their services, programs, and activities, which include housing, and housing related services such as housing search and referral assistance; and
5. Title III of the Americans with Disabilities Act – prohibits private entities that own, lease, and operate places of public accommodations, which include shelters, social service establishments, and other public accommodations providing housing, from discriminating on the basis of disability.

Programs treat all persons equally, courteously and professionally during all points in the occupancy cycle, providing them with the same information, asking them for the same kind of information, and making decisions regarding their tenancy using the same criteria. Programs do not target certain groups of clients to any specific areas of the community.

The Tulsa CoC is committed to adopting a Housing First approach and reducing barriers for accessing housing and services. Individuals are not screened out of the assessment process due to perceived or actual barriers to housing or services, including, but not limited to, too little or no income, active or a history of substance abuse, domestic violence history, resistance to receiving services, the type or extent of a disability or related services or supports that are needed, history of evictions or poor credit, lease violations or history of not being a leaseholder, or criminal record.

### 2.7.1 Complaints

All locations where persons are likely to access or attempt to access the coordinated assessment system will include signs or brochures displayed in prominent locations informing participants of their right to

file a non-discrimination complaint and containing the contact information needed to file a non-discrimination complaint. The requirements associated with filing a non-discrimination complaint, if any, will be included on the signs or brochures.

To file a non-discrimination complaint, contact:

Rhené Ritter  
A Way Home for Tulsa Coordinator  
Housing Solutions, Inc.  
110 S. Hartford Avenue, Suite 2504  
Tulsa, OK 74120  
918-322-9922  
[housingstulsa.org](mailto:housingsolutions@housingstulsa.org)

## 2.8 ACCESS POINTS

Access points are locations where people experiencing homelessness can complete the assessment survey to participate in coordinated entry. All Doors Open provides access to screening, assessment, housing, and services from multiple locations throughout the CoC service area including emergency shelters, street outreach workers, drop-in centers, housing and homelessness service providers, and the 2-1-1 360 Degree Connection Center. All Doors Open access is designed to promote inclusion and partnership throughout the community, thus expanding the amount of resources and connections to the individuals and families at-risk of or experiencing homelessness.

Access points are sited in proximity to public transportation and other services to facilitate participant access, but a person with a mobility or other impairment may request a reasonable accommodation to complete the coordinated assessment process at a different location. Reasonable accommodations requests should be made to the 360 Degree Coordination Center via 2-1-1, which will arrange alternative transportation or an alternative location for people who have disabilities or who are otherwise unable to reach any CoC provider.

### 2.8.1 Participating Providers

All Doors Open uses a “no-wrong-door” model of access with centralized supports to make services accessible to individuals and families in need. This benefits persons in need because they can contact the system at any one of multiple access points in different geographic locations and by different modes of contact (phone, in person, text, etc.). This design benefits the system by increasing opportunity for engagement and participation from providers with varying levels of capacity, thus expanding the service system. The principles of this approach are:

- An individual and family can receive integrated services through any of the participating programs;
- An individual and family gains equal access to information and advice about housing and resource assistance for which they are eligible, in order to assist them in making informed choices;

- Participating providers have a responsibility to respond to the range of needs pertaining to homelessness and housing, and act as the primary contact for persons who apply for assistance unless or until another provider assumes that role;
- Participating providers will guide the individual and family in applying for assistance or accessing services from another provider regardless of whether the original provider delivers the specific services required by a presenting individual or family; and
- Participating providers will work collaboratively to use available community resources to achieve the best possible outcomes for individual or family, particularly for those with high, complex or urgent needs.

<i>Access Points</i>		
<i>360 Degree Connection Center (2-1-1)</i>	Centralized access point for assistance, screening, and common assessment tool by phone or text.	24 hours a day, seven days a week
<i>Tulsa Day Center for the Homeless</i>	Centralized access point for screening and common assessment, and referrals in person.	Monday – Friday 9:00a – 4:00p
<i>Partner Providers</i>	Participating providers offer screening and common assessment or assist individuals and families to connect to one of the centralized points of access.	During provider’s defined regular business hours
<i>Street Outreach</i>	AWH4T Coordinated Street Outreach and individual partner provider outreach offer screening and common assessment to individuals and families.	Weekly
<i>Specialized Access Points</i>		
<i>Domestic Violence Intervention Services</i>	Specialized access point for individuals and families fleeing or attempting to flee domestic violence.	24 hours a day, seven days a week at 918-743-5763
<i>Youth Services of Tulsa</i>	Specialized access point for unaccompanied youth.	During provider’s defined regular business hours
<i>360 Degree Connection Center (2-1-1)</i>	Specialized access point for prevention.	24 hours a day, seven days a week

### **2.8.1.1 Mainstream Resources**

The AWH4T CoC encourages providers of mainstream resources to participate in All Doors Open through AWH4T Governance or at-large memberships, All Doors Open marketing dissemination, and by becoming access points for the Coordinated Entry System. All Doors Open participating providers and

access points provide referrals and assist with access to mainstream resources, and health and behavioral health care including, but not limited to, Medicaid and Medicare, and community based emergency assistance services such as Supplemental Nutritional Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Women Infant and Children (WIC), Social Security Income (SSI) /Social Security Disability Income (SSDI), Unemployment, Veteran Administration (VA), Child Care Waiver, and Subsidized Public Housing and Housing Choice Vouchers. Staff at participating provider agencies are aware of all mainstream benefits available in the community and make appropriate referrals.

### **2.8.1.2 Street Outreach**

Mobile street outreach is one of the most important aspect of All Doors Open and serves as an access point for the system. Dedicated staff from various AWH4T participating providers help to ensure that all those experiencing homelessness are being engaged and assessed in a coordinated manner. The main goal of street outreach is to develop trust and rapport and meet an individual or family where they're at to create accessibility and reduce potential barriers. Through street outreach, unsheltered individuals and families are able to access All Doors Open through completion of the common assessment tool with a member of the AWH4T Coordinated Outreach Team. Outreach staff administer the common assessment and obtain HMIS and other referral system use and disclosure releases and enter data into HMIS. If the common assessment tool is not able to be completed in the field, the outreach worker must ensure that the individual or family is informed of where they can go to complete the common assessment and are given a flyer with All Doors Open access assessment site locations.

### **2.8.2 Requirements**

The minimum requirements for a program to participate as an access point are:

- Agree to follow All Doors Open standards;
- Have at least one staff person trained and authorized to utilize the 360 Degree Referral System and HMIS;
- Have at least one staff person trained to administer the screening tool, VI-SPDAT, Family VISPDAT, and Transitional Age Youth VI-SPDAT assessments;
- Be accessible to individuals with disabilities, including individuals who use wheelchairs, as well as people in the CoC who are least likely to access homeless assistance;
- Ensure effective communication with individuals with disabilities and provide appropriate auxiliary aids and services necessary to ensure effective communication (*e.g.*, Braille, audio, large type, assistive listening devices, and sign language interpreters);
- Provide referrals to community resources, as appropriate, to individuals and families completing the screening and common assessment tool; and
- Process referrals received through the 360 Degree Referral System.

### 2.8.3 Emergency Services

Access to emergency services, such as domestic violence and emergency services hotlines, drop-in service programs, emergency shelters, or other short-term crisis residential programs is not prioritized through the All Doors Open Coordinated Entry System. All persons in need of emergency services should be connected to those services as requested.

All Doors Open utilizes 2-1-1 24-hour access point as the after-hours service for individuals and families experiencing homelessness in need of emergency services. Staff at the 2-1-1 Connection Center field calls from all of CoC geographic region in Tulsa County and throughout Eastern Oklahoma. 2-1-1 staff conduct real time warm transfers of victims of domestic violence to specialized service providers and provide referrals to other appropriate emergency services as needed. 2-1-1 also serve as primary access point for prevention and diversion screening and common assessment.

All Doors Open will maintain connections with the emergency care system using the following techniques:

1. Encouraging emergency service providers to operate as coordinated assessment access points;
2. Encouraging emergency service providers that do not operate as access points to promptly forward information about homeless residents who have been served at night or on the weekend to an appropriate coordinated assessment access point, so that those residents can be integrated into the coordinated entry system as soon as the access point opens for business;
3. Ensuring that all emergency services connected with the CoC, including all domestic violence hotlines, emergency service hotlines, drop-in service programs, emergency shelters, domestic violence shelters, special population shelters, and other short-term crisis residential programs, can receive and care for residents even during hours when All Doors Open access points may be closed for business.

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

Each homelessness prevention provider shall verify the participant’s income prior to approval for initial financial assistance.

Documentation of the participant’s income and expenses shall be maintained in the participant’s file, as required by 24 CFR §576.500(e).

The amount or percentage of rent each program participant must pay and the maximum amount or percentage of rental assistance that a program participant may receive is determined on a case-by-case basis. Financial assistance is not a standard “package” and is flexible to adjust to households’ unique

needs and resources as participants' financial circumstances or housing costs change. Participants may receive up to 100 percent of rent costs depending on need, and housing may cost greater than 30 percent of participant income. Programs will work with each participant on a tailored plan to help them obtain self-sufficiency in the shortest amount of time possible.

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

#### **2.8.4 Cultural and Linguistic Competence**

All assessment staff must be trained at least once on how to conduct a trauma-informed assessment of participants, with the goal of offering special consideration to survivors of domestic violence and/or sexual assault to help reduce the risk of re-traumatization.

All assessment staff must be trained at least once on safety planning and other next-step procedures to be followed in the event that safety issues are identified in the process of conducting an assessment.

All staff administering assessments use culturally and linguistically competent practices in order to reduce barriers for underserved populations, including but not limited to immigrants and refugees, youth, individuals with disabilities, and LGBTQ individuals. AWH4T shall further these practices by:

1. Incorporating cultural and linguistic competency training and person-centered approaches into the required annual training protocols for participating projects and staff members;
2. Using culturally and linguistically competent questions for all persons that reduce cultural or linguistic barriers to housing and services; and
3. Providing staff access to and training in the procedures for obtaining interpretation and accessibility services.

#### **2.8.5 Marketing and Advertising**

All marketing materials and outreach strategies utilized by the All Doors Open must ensure that all people in different populations and subpopulations in the Tulsa County area, including people experiencing chronic homelessness, veterans, families with children, youth and survivors of domestic violence, have fair and equal access to coordinated entry processes, regardless of the location or method by which they access the system. AWH4T is required to advertise, conduct outreach activities, promote an after-hours plan for emergency services and provide appropriate accommodations to ensure that the coordinated entry system, All Doors Open is available to all eligible persons regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, ancestry, or marital status.

A Way Home for Tulsa's All Doors Open may use the following strategies to market and advertise the system to the end user: participating provider website promotions and linkages (including 2-1-1 360 Degree Referral Connection Center and the ability to "push" information via text messages); handouts and flyers, social media campaigns, and education and engagement of frontline workers, case managers, stakeholder and the general public; publication of cultural and linguistically appropriate and accessible materials; ongoing recruitment and outreach to community organization for participation in the All

Doors Open; promotion of the All Doors Open after-hours 2-1-1 360 Degree Referral Connection Center access point for connection to emergency services to other crisis response systems, including shelters, law enforcement, emergency rooms, and crisis lines. CSC's Housing and Homeless Division's provides support and infrastructure for AWH4T Governance to implement annual marketing strategies.

#### 2.8.6 Safeguards for Domestic Violence Survivors

All participating providers, including non-victim service providers, must provide safe and confidential access to the All Doors Open for all people, including those who are fleeing, or attempting to flee, domestic violence (including dating violence, sexual assault, trafficking, and/or stalking). This includes providing a private space for data collection and a process for a non-identifiable referral to the Non-HMIS List if requested.

All persons accessing the All Doors Open are asked, via the common screening tool, if they are fleeing or attempting to flee domestic violence. If persons are identified as fleeing or attempting to flee domestic violence, the participating provider, including non-victim service providers, must provide immediate referral to and assistance accessing emergency services, such as domestic violence hotlines and shelters. The persons have the right to decline any and all referrals to, or assistance with access to, emergency services. Declining referrals or assistance with access will not negatively impact the persons' access to the Coordinated Entry System.

All staff conducting assessments at DV-dedicated and non-DV-dedicated access points will be trained on the complex dynamics of domestic violence, privacy and confidentiality, and safety planning, including how to handle emergency situations.

All staff conducting assessments are trained on the complex dynamics of domestic violence, privacy and confidentiality, and safety planning, including how to handle emergency situations.

#### 2.8.7 Training and Authorization of Users

The CoC and CES Lead Agency, Community Service Council will provide quarterly training opportunities, which may be in-person, a live or recorded online session, or a self-administered training, to participating staff at organizations that serve as access points or otherwise conduct screening and/or assessments. Training opportunities will be advertised and solicited directly to service providers in the CoC geographic area.

The purpose of the quarterly All Doors Open training is to provide all staff participating in All Doors Open and understanding of the coordinated entry system goals, guiding principles, standards, four core functions, and the tools and technology. All Doors Open training will include:

1. Instructions on All Doors Open standards;
2. Instructions on all coordinated entry system tools and documents used in preventions/diversion screens, common assessment and referrals to services and housing;
3. Non-discrimination policy as applied to the All Doors Open;

4. Instructions for use of electronic systems/platforms used to support the four core functions of All Doors Open (access, assessment, prioritization, and referral) including HMIS and the 360 Degree Referral System; and
5. Overview of key components of All Doors Open to include housing first philosophy and trauma-informed care and strategies to implement these approaches.

All training is tailored to the individual needs of the service providers. Training protocols may vary on provider. The general All Doors Open training curriculum will be reviewed and updated by the Coordinated Entry Task force annually.

[COC LEVEL] staff will monitor the quality and consistency of assessments entered into HMIS and provide feedback, training, and adjustments to policies and procedures as necessary to address issues that may arise. Additionally, [COC LEVEL] staff may revoke the right of any individual user or agency to participate in HMIS and/or coordinated assessment if the individual or agency violates user agreements or policies and procedures.

## 2.9 ASSESSMENT

All Doors Open uses a phased approach to screening and assessing individuals and families seeking housing assistance, progressively collecting only information needed related to the individual or family's current housing crisis to prioritize and refer individuals and families to eligible housing and support services.

### 2.9.1 Confidentiality and Consent

Maintaining the confidentiality of an individual's or family's sensitive information is an important way of gaining the trust of those accessing All Doors Open and ensuring vulnerable populations are protected from potential harm resulting from the collection and disclosure of sensitive information about their lives. All participating providers and staff are expected to adhere to the following privacy protocols:

1. Individual/family consent will be obtained in order to share and store information for the purposes of assessing and referring through the coordinated entry process. Written consent is obtained through the Service Point Authorization of Use and Disclosure, and Release of Information, prior to administering the common assessment. This disclosure allows individual and family data to be shared between AWH4T HMIS-participating organizations that are presently either a registrant in HMIS or that otherwise may be contacted by a participating organization with whom individual and family records may be shared in an effort to coordinate desired services and supports including case conferencing. Individuals and families who choose not to provide authorization for use and disclosure or release should not be denied access to services based upon this choice.
2. Individuals/families are free to decide what information they provide during the coordinated entry process.

3. Providers are prohibited from denying assessment or services to an individual/family if they refuse to provide certain pieces of information, unless that information is necessary to establish or document program eligibility per the applicable program regulation.
4. Providers and projects are prohibited from denying services if the individual/family refuses to allow their data to be shared unless Federal statute requires collection, use, storage, and reporting of personally identifying information as a condition of program participation.
5. Records containing personally identifying information must be kept secure and confidential. The address of any family violence project must not be made public.
6. All Doors Open does not require disclosure of specific disabilities or diagnoses. Specific diagnosis or disability information may be obtained for purposes of determining program eligibility.
7. Individuals/families must be informed of the ability to file a non-discrimination complaint.
8. An individual/family may not be denied access to the coordinated entry process on the basis of the person's status or history as a victim of domestic violence, dating violence, sexual assault, stalking, or trafficking. No provider will enter any information for any individuals and families fleeing domestic violence into HMIS so long as that individuals and families is considered to be in danger from an abuser.
9. Photos should be taken at the time of assessment but are not required. Photos are encouraged for by-name and by-face identification for outreach. If a photo is taken and uploaded into HMIS, a photo release must be signed by the individual prior to the photo being taken.

### 2.9.2 Data Security Protections

All Doors Open uses both a 360 Degree Referral System and HMIS database to operate its referral process. The CoC maintains HMIS Data Security Standards and Protections. HMIS is an internet-based database that is used by homeless service organizations across Oklahoma to record and store individual/family level information about the numbers, characteristics and needs of those at risk of and those currently experiencing homelessness. The recommendation is to use the Unite Us 360 Degree Referral System to support prevention and diversion and referral processes and utilize HMIS as the primary tool for prioritization and housing program entry. The "By Name" or "Prioritization" List is generated and reported from HMIS, and in order to access that list, a reporting license is required. The Community Service Council serves as the HMIS and 360 Degree Referral System administrators.

In addition to the All Doors Open Policy and Procedure Manual, there are several other documents relating to HMIS that also must be adhered to when using HMIS for Coordinated Entry. These include the Service Point CSC/Agency Memorandum of Agreement, Service Point User Agreement, and CSC/Agency Service Point Business Associate Agreement. CSC maintains HMIS Data Security and Privacy Standards that meet all HUD regulation. It is the responsibility of those with an HMIS license to protect the data coming out of the system and not share any personally identifying information with those who do not have an HMIS permissions or where a Service Point Authorization for Use and Disclosure has not

been obtained. This includes information from the By-Name-Lists. See the Data Security Policy in the HMIS Policies and Procedures for more detailed information regarding the protection of individual data and personally identifying information.

### **2.9.3 Conducting the Screening**

The first step for all individuals and families seeking housing assistance is a screening tool to identify and refer specialized services, prevention referrals, and attempt diversion opportunities. The All Doors Open Screening Tool (Attachment D) is the common tool developed and adopted by the CoC. The All Doors Open Screening Tool (referred to as screening tool) is designed to ask only the questions necessary to inform the screener of eligibility and make appropriate intervention referrals on behalf of the individual or family.

When an individual or family contacts an All Doors Open access point for housing assistance, the screening tool is completed and used to identify and refer unique populations to specialized access points, prevention services, and diversion opportunities. This tool can be completed in person or over the phone.

#### **2.9.3.1 Guiding Principles for this Process**

1. The screening tool will be the same regardless of access point;
2. Completion of the screening tool is not required to access emergency services hotlines, drop-in service programs, emergency shelters, or other short-term crisis residential programs;
3. Staff administering the screening tool are trained in trauma-informed approaches;
4. The screening tool is offered and conducted with a person-centered approach, allowing the individual or family to decline to answer questions;
5. The individual or family must provide verbal authorization prior to administering the screening tool;
6. The individual or family must provide authorization prior to sharing any of their data;
7. The screening tool is completed in the 360 Degree Referral System; and
8. Referrals are made in real-time using the 360 Degree Referral System.

#### **2.9.3.2 Step 1: Consent**

Opportunity for consent is included in the script imbedded in the screening tool. Providers will use the script and obtain and document verbal consent in the assessment.

#### **2.9.3.3 Step 2: Screen**

The screening tool is administered in the 360 Degree Referral System.

#### **2.9.3.4 Step 3: Refer**

Providers make referrals to community resources and supports as needed to all individuals and families screened. Individuals and families experiencing homelessness who are unable to be diverted are

referred to emergency shelter/services and continue to the common assessment tool procedures of this document.

- **Prevention.** Individuals and families in need of eviction prevention assistance are prioritized and referred to homelessness prevention providers using the 360 Degree Connection Center (2-1-1).
- **Diversion.** Individuals and families who do not need or are unable to be referred to prevention providers are screened for diversion opportunities. Referrals to community supports that may divert the individual or family from entering or remaining homeless are made by the provider in the 360 Degree Referral System.

Individuals and families at-risk of homelessness and unable to be referred to resources or supports through diversion are provided information on emergency resources and encouraged to contact an All Doors Open access point if their circumstances change to be re-assessed.

Individuals and families who are homeless and unable to be referred to resources or supports to be diverted out of homelessness are provided referrals to emergency shelter and services and proceed to the common assessment tool.

When an individual or family is determined to be under the age of 18 during the screening process, the provider will refer to and offer assistance to connect to Youth Services of Tulsa for specialized services.

#### 2.9.4 Conducting the Common Assessment

All Doors Open utilizes the VI-SPDAT as the common assessment tool.

There are three versions of this tool designed for specific populations:

- **VI-SPDAT:** Single adults and households without children under the age of 18 (Attachment E)
- **TAY-VI-SPDAT:** Youth age 18-24 (Attachment F)
- **VI-F-SPDAT:** Families with at least one adult and one child under the age of 18 (Attachment G)

The common assessment tool is offered following completion of the screening tool and only to individuals and families that are literally homeless. All Doors Open requires that the common assessment be offered as soon as possible, or within 14 business days of the date the screening tool is completed.

##### **2.9.4.1 Guiding Principles for this Process**

1. The common assessment tool will be the same regardless of access point;
2. Completion of the common assessment tool is not required to access emergency services hotlines, drop-in service programs, emergency shelters, or other short-term crisis residential programs;
3. The individual or family must provide written or verbal authorization prior to administering the common assessment tool;

4. Partner providers will use the population-appropriate version of the common assessment tool;
5. The common assessment tool should be conducted in a setting that promotes safety and privacy; and
6. The individual or family must provide consent prior to sharing any data in HMIS.

#### **2.9.4.2 Step 1: Consent**

The first step in administering the common assessment tool is obtaining authorization to share the assessment in HMIS. The ShareLink Authorization for Use and Disclosure (Attachment C) is the shared release required for data sharing in HMIS. Providers must obtain consent from the individual or family before sharing any data in HMIS. When an individual or family consents to the shared release, providers document the release in HMIS.

##### 2.9.4.2.1 No Consent

Individuals and families may decline to share information in HMIS. In this case, the VI-SPDAT should not be entered into HMIS. Providers will follow the steps for the Non-HMIS List for eligible individuals and families.

#### **2.9.4.3 Step 2: Assess**

The common assessment tool is administered and entered directly into HMIS.

All of the questions on the assessment are designed to be answered with one-word “yes” or “no” answers. There is no need for respondents to go into detail describing their situation or past history. Respondents should be told that it is important to answer the questions honestly and accurately in order to match them to the best services for them.

All coordinated entry participants are free to decide what information they provide during the assessment process, to refuse to answer assessment questions, and to refuse housing and service options without retribution or limiting their access to other forms of assistance. The assessment process does not require disclosure of specific disabilities or diagnosis. Specific diagnosis or disability information may only be obtained for purposes of determining program eligibility to make appropriate referrals.

#### **2.9.4.4 Step 3: Refer**

Providers make referrals to community resources and supports as needed to all individuals and families screened. It is very unlikely that a housing placement will be available immediately or even in the near term, due to the overwhelming need in our community. Thus, it is important to provide information about resources that can meet immediate needs, such as shelter, food, and health care. All Doors Open currently prioritizes the following populations. Individuals and families in these populations are referred to the By-Name-List and prioritized for referral to available housing resources:

- Chronic Individuals
- Veterans

- Youth
- Families

#### 2.9.4.4.1 Not Eligible for Prioritization

If the individual or family is not eligible for prioritization, the provider refers the individual or family directly to eligible supports and services in the community that may address their need(s), including emergency shelter and mainstream resources, and encourage the individual or family to contact any of the All Doors Open access points if their circumstances change.

#### 2.9.5 Updates to Assessments

The VI-SPDAT is re-administered annually to capture changes in circumstances, or when an individual or family experience a significant change in their circumstances. This may include, but is not limited to, a significant change in:

- Amount of income or benefits,
- Health or disabling condition,
- Ability to care for oneself or dependents,
- Family composition, and/or
- Exposure to imminent danger or risk of severe physical harm.

#### 2.9.6 Safeguards for Domestic Violence Survivors

Individuals and families fleeing or attempting to flee domestic violence (DV) may access the All Doors Open dedicated DV access point directly or through identification and referral to specialized services during the screening at any of the All Doors Open partner providers.

Individual and family safety is the highest priority. In order to offer equal access while prioritizing safety, the domestic violence service provider will determine when to administer the All Doors Open common assessment process for individuals and families seeking housing assistance. The common assessment tool is completed on paper only, does not include any personally identifiable information, and is not entered into HMIS. The provider completing the assessment will include the name of the provider, the appropriate staff contact, and an alternate staff contact.

If the individual or family is eligible for prioritization, the provider reviews the All Doors Open Rights and Responsibilities of Persons Served (Attachment H) with the individual or family and seeks verbal or written consent of their understanding of these rights and responsibilities. The common assessment tool is assigned a unique identifier and submitted to the CSC Lead Agency Coordinator. The CSC Lead Agency Coordinator maintains the de-identified information on the Non-HMIS list. As resources become available for the individual, the Lead Agency Coordinator works closely with the provider to coordinate the referral.

If the individual or family is not eligible for prioritization, the provider administering the common assessment tool should refer the individual or family directly to eligible supports and services in the community that may address their need(s), including emergency shelter and mainstream resources, and encourage the individual or family to contact any of the All Doors Open access points if their circumstances change.

Individuals or families fleeing domestic violence may choose not to seek services from the domestic violence service provider. In these cases, the individual or family access All Doors Open in accordance with the processes described in this document.

## 2.10 BY-NAME-LIST

### 2.10.1 Prioritization

All Doors Open prioritizes individuals and families for Permanent Supportive Housing, Transitional and Safe Haven Housing, and Rapid Re-Housing. Prioritization within All Doors Open is meant to quickly connect individuals and families most vulnerable to available resources.

All Doors Open prioritizes individuals and families on population specific HMIS By-Name-Lists for Chronic (CHBNL), Veterans (VBNL), Families (FBNL), and Youth (YBNL) or on a Non-HMIS list. An individual or family is added to a By-Name-List through standardized HMIS reporting or by the Lead Agency Coordinator at case conferencing. Individuals and families are prioritized on the By-Name-Lists based on three tiers:

1. Tier 1: VI-SPDAT Score
2. Tier 2: Length of time of current homelessness
3. Tier 3: History of victimization (domestic violence), veteran status, or currently unsheltered

Veterans unable to be served by SSVF or VA homeless services will receive prioritization within Tier 2.

#### **2.10.1.1 Guiding Principles for this Process**

1. Prioritization is maintained on the By-Name-List;
2. Prioritization is defined and applied consistently for all populations;
3. Prioritization is consistent with AWH4T Service Standards;
4. Prioritization is not required to access emergency services hotlines, drop-in service programs, emergency shelters, or other short-term crisis residential programs; and
5. Prioritization is required for Prevention, Safe Haven, Transitional Housing, Rapid Rehousing, and Permanent Supportive Housing CoC and ESG projects.

### 2.10.2 HMIS By-Name-Lists

Individuals and families are added to the HMIS By-Name- List(s) through weekly standardized reporting in HMIS based on established data indicators.

#### **Conditions to add to CHBNL:**

1. Disabling condition field is marked as “yes”; and
2. Total number of months homeless on the street, in ES, or SH in the past three years is at least 12.

**Condition to add to VBNL:** Military Service field is marked as “yes.”

**Condition to add to YBNL:** Individual or Head of Household age is between 18 and 24.

**Condition to add to FBNL:** Household includes at least one adult and one dependent under the age of 18.

### 2.10.3 Non-HMIS Lists

Individuals and families who choose not to share information in HMIS may be added to the Non-HMIS list through the Lead Agency Coordinator during case conferencing.

A completed VI-SPDAT must be documented in HMIS or provided to the Lead Agency Coordinator to add to Non-HMIS List(s).

Verification of Chronic Homelessness (Attachment I) must be documented in HMIS or provided to the Lead Agency Coordinator to add to the Non-HMIS Chronic List.

If a provider is unable to obtain authorization to share information with the Lead Agency, the provider will assign the common assessment tool a unique identifier and submit to the Lead Agency Coordinator. The Lead Agency Coordinator will maintain the de-identified information on the Non-HMIS List(s).

### 2.10.4 No VI-SPDAT

Individuals and families may decline to complete the common assessment. This does not disqualify them from potential housing opportunities. In the event that an individual or family declines to complete the common assessment, they can be added to the By-Name-List or Non-HMIS list through the Lead Agency Coordinator. Such clients are discussed at case conferencing to identify outreach, engagement, and services needed to build relationships of trust.

### 2.10.5 Safeguards for Domestic Violence Survivors

All Doors Open will maintain a separate By-Name-List outside of HMIS for survivors referred by domestic violence service providers. No client data will be entered into HMIS, in order to maintain confidentiality and safety for survivors and compliance with federal law. Anytime there is an opening in a permanent housing program, All Doors Open staff will reference both the HMIS By-Name-List and the By-Name-List outside of HMIS to determine the most highly prioritized eligible individual/household.

### 2.10.6 Removal from By-Name Lists

Individuals and families may be removed from a By-Name-List for a variety of reasons weekly as HMIS reports are updated. When this happens, the individual or family is moved to inactive status.

Individuals and families can move from inactive to active anytime they re-engage with All Doors Open.

Conditions for removal:

- Become inactive;
- No longer meet population definition for list participation;
- Permanent housing placement;
- No longer reside in service area; or
- No longer in need of housing assistance.

### 2.10.7 Case Conferencing

All Doors Open utilizes case conferencing (Fresh Start) to prioritize and match individuals and families to housing resources and share housing vacancies. Through the case conferencing process, individuals and families are assigned a case conferencing lead (CCL). The CCL works with the individual or family to gather required documents, assess individual and family preference and eligibility for housing services, and coordinate with partner providers to facilitate referrals. The CCL provides updates at case conferencing on last contact, recommended housing plan match (PSH, RRH, TH/SH, etc.) and document-ready status.

In the event a CCL determines the VI-SPDAT score does not reflect the actual vulnerability of the individual or family, the CCL may advocate for the individual or family to receive higher or lower intensity resources during case conferencing.

Case conferencing occurs regularly for each By-Name-List. Contact the Lead Agency Coordinator for the current schedule. The meeting structure is as follows:

1. Identify vacancies/openings;
2. Ensure all individuals and families are matched to a CCL;
3. Ensure all individuals and families are matched to a program type;
4. Case conference top 15 most vulnerable persons/households;
5. Determine who is document-ready and able to be referred.

## 2.11 HOUSING REFERRALS

### 2.11.1 Housing Program Eligibility Details and Unit Availability

Participating providers maintain their basic program eligibility in the 360 Degree Referral System. The eligibility criteria is used to ensure, to the greatest extent possible, that only eligible individuals and families are referred to an available program or unit. It is the responsibility of the participating providers to submit updates to program eligibility when changes occur. Any changes in eligibility or capacity must be reported to the Lead Agency Coordinator as early as possible, or within two (2) business days of the change effective date. Housing providers (PSH and TH/SH) are responsible for maintaining updated inventory in HMIS.

### 2.11.2 Matches to Housing Opportunities

When a PSH or TH/SH unit or RRH financial assistance becomes available, individuals and families matched and eligible for the program are referred for the specific program opening.

#### **2.11.2.1 Guiding Principles for this Process**

- Individuals and families are referred to providers based on prioritization and eligibility;
- Data is tracked by CSC Lead Agency Coordinator and through HMIS data standards.

- Individuals and families are not declined based on perceived or actual barriers; and
- Partner providers comply with the non-discrimination policy for All Doors Open.

### 2.11.3 Safeguards for Domestic Violence Survivors

When an anonymous client from a domestic violence service provider receives a housing referral, All Doors Open staff will contact the service provider. It is the responsibility of the service provider to reach out to the client and connect them with the housing provider. The standard policies regarding the length of time to look for someone and the individual's/household's right to decline a referral still apply.

### 2.11.4 Provider Responsibilities

Referral to a receiving program does not signify admission to that program. Rather, the receiving program will carry out its own intake process, including but not limited to an application, verification process, and admission decision. All Doors Open aims to reduce the amount of time between unit availability and referral through the pre-referral work and the case conferencing process.

#### 2.11.4.1 Making the Referral

1. **Immediately upon assignment of CCL:** Individuals and families are matched to program types and work with the assigned CCL to gather housing-ready documents completed and uploaded into HMIS.
2. **Within 48 hours of unit availability:** Housing provider references the By-Name-Lists to identify the matched individual or family with the highest priority and notifies the CCL of opening.
3. **Within five business days:** CCL works with the provider to contact the individual or family, making at least five attempts at different times of day via different avenues of communication. If contact is not made within seven business days, the provider repeats Step 2 with the next highest priority.
4. **Within one business day:** Once contact is made, individual or family can either accept or decline the referral.
5. **Immediately:** If referral is declined, the provider repeats Step 2 of this process with the next highest priority. The individual or family maintains their place in the By-Name-List(s) when they reject referral options.
6. **Within two business days:** If the referral is accepted, CCL notifies the provider. Provider and CCL work collaboratively to update/gather any remaining documentation needed. The referral is made once the provider has all required referral documentation.

#### 2.11.4.2 Receiving the Referral

1. **Within five business days:** Once the referral is made, the receiving program attempts to contact the individual or family to schedule an appointment. If the provider is unable to make contact with the individual or family after a minimum of five attempts at different times of day via different avenues of communication, the provider repeats Step 2 of the Making the Referral process.

2. **Within one business day:** If the individual or family misses the appointment, the provider attempts to schedule a 2nd appointment. If the provider cannot make contact or the individual or family miss the 2nd scheduled appointment, the provider notifies the CCL, declines the referral and starts over with Step 2 of Making the Referral.
3. **Within 30 days:** If the individual or family is accepted, the receiving program records project start date in HMIS and works with the individual or family and CCL to arrange move-in.
4. **Within one business day of move-in:** The provider records housing move-in date in HMIS.

Partner providers are expected to accept all eligible referrals from All Doors Open. Partner providers may have site specific or other funder required considerations that warrant a provider to decline a referral. In the event that a referral is declined, the partner provider will document the reason for declining the referral and submit to the Lead Agency Coordinator. It is the responsibility of the provider to notify the individual or family and the CCL of the denial.

The two reasons why a partner provider operating a CoC- or ESG-funded program may reject a client referred by the Coordinated Entry system are if:

1. That individual or family is ineligible to participate in the program because of restrictions imposed by government regulations or outside funding sources; or
2. The program lacks the capacity to safely accommodate that client.

Declined referrals will be tracked and monitored by the Lead Agency Coordinator. The Lead Agency Coordinator will seek clarification on program eligibility and requirements for housing providers who frequently decline referrals. Rates of declined referrals will be reviewed regularly as part of All Doors Open evaluation procedures.

## 2.12 EMERGENCY TRANSFER PLAN

### 2.12.1 Emergency Transfer Qualifications

A client qualifies for an emergency transfer if:

1. The client is a survivor of domestic violence, dating violence, sexual assault or stalking;
2. The client expressly requests the transfer; *and*
3. Either:
  - a. The client reasonably believes there is a threat of imminent harm from further violence if the client remains in the same dwelling unit; or
  - b. If the client is a survivor of sexual assault, the sexual assault occurred on the premises during the 90-calendar-day period preceding the date of the request for transfer.

### 2.12.2 Emergency Transfer Process

Participants may submit an emergency transfer request directly to program staff. The program must communicate with the Coordination Center to inform them that an emergency transfer request has been made and whether the request is for an internal transfer (a transfer where the client would not be categorized as a new applicant), external transfer, or both. Participants may seek an internal and external emergency transfer at the same time if a safe unit is not immediately available. If the participant receives tenant-based rental assistance, the program will take reasonable steps to support the participant in securing a new safe unit as soon as possible and a transfer may not be necessary.

#### **2.12.2.1 Internal Transfer**

Where the participant requests an internal emergency transfer, the program should take steps to immediately transfer the participant to a safe unit if a unit is available. Requests for internal emergency transfers should receive at least the same priority as the program provides to other types of transfer requests.

If a safe unit is not immediately available, program staff will inform the participant that a unit is not immediately available and explain the participants' options to:

1. Wait for a safe unit to become available for an internal transfer,
2. Request an external emergency transfer, and/or
3. Pursue both an internal and external transfer at the same time in order to transfer to the next available safe unit in the CoC.

#### **2.12.2.2 External Transfer**

If a participant requests an external emergency transfer, the participant has priority over all other applicants for housing assistance, provided the household meets all eligibility criteria required by the program. After the agency communicates the participant's emergency transfer request to the Coordination Center, the Coordination Center will facilitate referral of the participant to the next available appropriate unit through the All Doors Open.

The household retains their original homeless or chronically homeless status for purposes of the transfer.

### 2.12.3 Documentation and Record Keeping

To request an emergency transfer, the participant should submit a written request to program staff, certifying that they meet the emergency transfer qualification requirements. The program may – but is not required to – request additional documentation of the occurrence for which the participant is requesting an emergency transfer. No other documentation is required.

Programs must retain records of all emergency transfer requests and their outcomes for a period of five years following the grant year of the program in which the household was a participant. CoC-funded programs must report emergency transfer requests to HUD annually.

#### **2.12.4 Emergency Transfer Confidentiality Measures**

Programs will ensure strict confidentiality measures are in place to prevent disclosure of the location of the client's new unit to a person who committed or threatened to commit an act of domestic violence, dating violence, sexual assault, or stalking against the client.

Any information provided by a client when requesting an emergency transfer, including the fact that domestic violence occurred, must be kept in strict confidence by the program. No employees or contractors may have access to confidential information unless explicitly authorized by law. The information must not be entered into any shared database or disclosed to anyone unless the disclosure is:

1. Requested or consented to in writing by the individual in a time-limited release;
2. Required for use in an eviction proceeding or hearing regarding termination of assistance; or
3. Otherwise required by applicable law.

Besides the program staff person receiving the request and anyone else at the agency who absolutely must know in order to fulfill obligation to report to HUD (if applicable), no one must know about any details related to the emergency transfer. The landlord does not have a right to know the details related to the emergency transfer either.

#### **2.12.5 Family Separation**

Where a family receiving tenant-based rental assistance separates as part of the emergency transfer, the family member(s) receiving the emergency transfer will retain the rental assistance when possible. The program will work with AWH4T and the household to support an effective transfer in situations where the program is not a good fit for the family member(s) receiving the emergency transfer.

### **2.13 ADMINISTRATIVE STRUCTURE**

#### **2.13.1 System Oversight**

Oversight of the All Doors Open, including implementation of the common assessment, By-Name-Lists, prioritization and referrals, will be provided by the CES Task Force. The Lead Agency, Community Service Council, will staff implementation of the All Doors Open and report back on progress to the CES Task Force.

#### **2.13.2 Evaluation**

At least once per year, the CES Task Force will consult with each participating project, and with project participants, to evaluate the intake, assessment, and referral processes associated with the All Doors Open. The CES Task Force will solicit feedback addressing the quality and effectiveness of the entire coordinated entry experience for both participating projects and for households. All feedback collected will be private and must be protected as confidential information.

The CES Task Force employ multiple feedback methodologies each year to ensure that participating projects and households have frequent and meaningful opportunities for feedback. Each year, the CES Task Force will use at least two of the following methods:

1. HMIS data analysis of at least a representative sample of participating providers and households;
2. Surveys designed to reach at least a representative sample of participating providers and households;
3. Focus groups of five or more participants that approximate the diversity of the participating providers and households; or
4. Individual interviews with enough participating providers and households to approximate the diversity of participating households.

As part of the evaluation process, the CES Task Force will examine how the coordinated entry system is affecting the CoC's HUD System Performance Measures and will consider what changes are necessary to the All Doors Open processes, policies, and procedures in light of the analysis.

### **2.13.3 Participant Grievances**

This policy refers to individual and family grievances regarding the All Doors Open Coordinated Entry System only. If an individual or family has a grievance regarding a particular partner provider or representative of that agency, they should follow that participating provider's grievance procedure.

The All Doors Open partner provider completing the screening tool, common assessment, and/or receiving the referral should address any complaints by individuals and families as best as they can in the moment. As a first step, the individual or family and the participating provider will try to work out the problem directly. If this does not resolve the issue, the individual or family may begin the grievance procedure.

The individual or family has the right to request a reasonable accommodation and to be assisted by an advocate of their choice (*e.g.*, provider staff person, case manager, co-worker, friend, family member, etc.) at each step of the grievance process. The individual or family has the right to withdraw their grievance at any time. Any grievance paperwork filed by an individual or family should note their name(s) and contact information so the AWH4T Coordinator (CoC lead) can make contact to discuss the issues. There are two levels of review available for each grievance:

#### **2.13.3.1 Level 1**

The first person to review the grievance is the A Way Home for Tulsa Coordinator (CoC lead). The person with the grievance should contact the A Way Home for Tulsa Coordinator (CoC lead) with a statement describing the alleged violation of the All Doors Open Coordinated Entry System policies and procedures, and any actions taken on behalf of the individual/family or partner provider to resolve the issue. The statement may be written or, if oral, then recorded by A Way Home for Tulsa Coordinator (CoC lead). A Way Home for Tulsa Coordinator (CoC lead) will contact the partner provider in question to request a response to the grievance. Once the A Way Home for Tulsa Coordinator (CoC lead) has

gathered relevant information about the situation, they will decide if the grievance is warranted and determine what, if any, action needs to be taken. If both the individual/family and the provider agree, the process ends, and the resolution is implemented. If the individual/family or the provider disagrees, the grievance moves to the next level.

### **2.13.3.2 Level 2**

The A Way Home for Tulsa Governance Council Chair reviews the grievance if there is dissatisfaction with the A Way Home for Tulsa Coordinator (CoC lead) resolution. The Governance Council Chair may designate one or more Governance Council members or other entity to review the situation. After gathering relevant information, the Governance Council Chair or designated Governance member(s) or other entity will inform the individual/family and participating provider what will happen to resolve the grievance. This is the final step in the process and the decision of the A Way Home for Tulsa Governance Council is final.

### **2.13.4 Provider Grievances**

It is the responsibility of all boards, staff, and volunteers participating providers to comply with the protocols and regulations of the All Doors Open Coordinated Entry System. Anyone filing a complaint concerning a violation or suspected violation of the standards must be acting in good faith and have reasonable grounds for believing a partner provider is violating the All Doors Open Coordinated Entry System standards.

To file a grievance regarding the actions of a partner provider, contact the A Way Home for Tulsa Coordinator (CoC lead) with a written statement describing the alleged violation of the All Doors Open Coordinated Entry System policies and procedures, and the steps taken to resolve the issue locally. The A Way Home for Tulsa Coordinator (CoC lead) will contact the partner provider in question to request a response to the grievance. Once the A Way Home for Tulsa Coordinator (CoC lead) has received all documentation they will decide if the grievance is warranted and determine if further action needs to be taken. If the partner provider filing the grievance, or the partner provider against whom the grievance is filed, is not satisfied with the determination they may file an appeal with the A Way Home for Tulsa Governance Council Chair. This must be done by providing a written statement regarding the reasons for the appeal. The A Way Home for Tulsa Governance Council Chair will bring the matter to the Governance Council members for discussion and a final decision.

### **2.13.5 Termination**

Any participating partner provider may terminate their participation in the All Doors Open by giving written notice. Housing programs that are required to participate due to HUD guidelines will need HUD / AWH4T approval to terminate participation.

## 3 STREET OUTREACH

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The AWH4T Outreach Task Force seeks to coordinate a communitywide effort to develop collaborative outreach to individuals impacted by homelessness, especially those residing outside of shelters. The group will seek to educate, empower, encourage and serve those seeking to engage in helpful, compassionate relationships to alleviate housing barriers and restore hope.

Outreach staff will offer to administer the common assessment (VI-SPDAT/VI-F-SPDAT/TAY VI-SPDAT).

Coordinated outreach providers, as well as other street outreach providers, adhere to the following service standards.

### 3.1 ROLES AND RESPONSIBILITIES

The Coordinated Outreach Task Force (COTF) is the organizing group for the Coordinated Outreach (CO) Team's street outreach activities performed under a partnership of multiple organizations and professionals in the Tulsa City/County Continuum of Care. The COTF performs its duties under the guidance of the Core Team, Housing Stability Committee and the All Doors Open program coordinator. The roles and responsibilities outlined herein are maintained by the AWH4T program coordinator, in coordination with AWH4T leadership and the COTF. The CO team members will consist of individuals representing AWH4T member organization. Participation by community volunteers will be under the direction and policies of the organization with which the volunteer is working for.

#### 3.1.1 COTF Chairperson

The COTF chairperson is elected by a majority vote of CO members and confirmed by the Core Team. The term of the COTF Chairperson is determined by AWH4T leadership with input from the COTF membership. A review of the COTF leadership will be done annually by Core Team.

The COTF Chairperson will be responsible for daily operations of the AWH4T CO team's activities including:

1. Ensuring all outreach staff member receives CO Service Standards prior to working the first shift with outreach staff;
2. Maintaining team schedules and assigning a point-of-contact for staff to report inability to work a future shift;
3. Holding regular meetings, at least quarterly, needed to ensure optimal coordination of efforts and consistency in delivery of services;
4. Coordinating the annual unsheltered Point-in-Time Count for the Tulsa City/County Continuum of Care; and
5. Establishing team leads who will report to both the Chairperson and their own agency supervisors if a problem arises.

### 3.1.2 Team Leads

1. Review addition of prospective team members with the CO members for approval prior to providing outreach services in either a professional or volunteer capacity.
2. Provide supervision for team members assigned through mutual agreement of lead and CO members.
3. In coordination with the COTF Chairperson, Team Lead will provide orientation and field training prior to providing outreach services and on the first outreach activity by the new CO team member.
4. Notify AWH4T Program Coordinator and COTF Chairperson in the event any team member acts in a manner that is concerning to the Team Leader. It is noted that issues with team members who are volunteers are handled by the partner agency for which the volunteer is assisting.
5. Adhere to all outreach team member responsibilities, as specified below.
6. Provide recordkeeping as outlined herein.

### 3.1.3 Outreach Team Members

1. **Reporting Suspicious or Illegal Activity:** First and foremost, CO team members will follow their respective organizational policies for reporting suspicious or illegal activity while acting in a professional capacity. AWH4T CO team members will, at minimum, perform the following actions, as applicable:
  - a. Suspected or observed incidents of abuse or neglect or exploitation must be reported to the Department of Human Services (Child/Adult Protective Services).
  - b. Violent/dangerous criminal acts in progress must be reported to local law enforcement. Past criminal acts are protected under the laws of confidentiality.
  - c. Identification of weapons in clients' possession will be reported to the COTF Chairperson. The Chairperson will notify Team Leads who will then alert the team members under their supervision.
  - d. "Duty to warn" applies when a person reports they intend to harm someone. Team members will first report these incidents to their agency supervisor in order to follow any agency protocols. Threats of harm to others need to be assessed by a licensed professional before contacting law enforcement. Based on this assessment, a course of action will be determined. The incident will be reported to the COTF Chairperson and Team Lead for consideration of how to handle future outreach activities with this person.
2. **Mental Health Crisis:** A mental crisis is defined as a person being suicidal, appearing psychotic and disoriented, or unable to meet basic needs. When a team encounters someone in these circumstances, an identified team member trained to assess for safety will complete a safety assessment. After the safety assessment is complete, the team member will staff the situation

with their Team Lead and their organization's supervisor for the appropriate level of care for the individual. Appropriate action will be taken, based on this assessment and consultation.

3. The AWH4T Outreach Team will work with AWH4T program coordinator to plan the annual unsheltered PIT count for Tulsa County and follow the guidelines given by AWH4T and HUD. It is highly encouraged that the members of the outreach teams be involved in the PIT count as they have built rapport with individuals and are experienced in the outreach process.

#### 3.1.4 Volunteers and Interns

The Community Service Council does not have a program that allows for volunteers or interns to provide outreach services for AWH4T or any of its other programs. If an organization chooses to utilize volunteers or interns for outreach services during an AWH4T coordinated outreach shift that organization will assume all responsibility for those volunteers or interns.

## 3.2 CONFIDENTIALITY

Maintaining the confidentiality of an individual's or family's sensitive information is an important way of gaining the trust of those outreached and ensuring vulnerable populations are protected from potential harm resulting from the collection and disclosure of sensitive information about their lives.

Individual/family written/digital consent will be obtained in order to share and store information for the purposes of assessing and referring through the coordinated entry process. This disclosure allows data to be shared between AWH4T HMIS-participating organizations that are presently either a registrant in HMIS or that otherwise may be contacted by a participating organization with whom data may be shared for the purpose of coordinating services and supports including case conferencing. Individuals and families who choose not to provide authorization for use and disclosure or release should not be denied access to services based upon this choice.

Providers and projects are prohibited from denying services if the individual/family refuses to allow their data to be shared unless Federal statute requires collection, use, storage, and reporting of personally identifying information as a condition of program participation.

Individuals/families are free to decide what information they provide during the outreach process. Providers are prohibited from denying assessment or services to an individual/family if they refuse to provide certain pieces of information, unless that information is necessary to establish or document program eligibility per the applicable program's mandated regulation. Street Outreach providers do not require disclosure of specific disabilities or diagnoses. Specific diagnosis or disability information may be obtained for purposes of determining program eligibility.

Records containing personally identifying information must be kept secure and confidential. The address of any family violence project must not be made public.

### 3.3 COMMUNITY OUTREACH PLAN

Coordinated Outreach (CO) teams are organized into four geographic areas of Tulsa County, defined as North, South, East and West (Attachment 1). Outreach teams will cover the area and scheduled times as assigned by the COTF Chairperson. A team will consist of no less than three members per geographic area. Teams may respond to additional areas for impromptu outreach request as directed by the Team Lead (as available).

Each team will meet at a designated spot and ride with the team lead to cover their geographical area. The team will debrief at the end of each day of CO. Appropriate referrals and follow up will be discussed during debriefing and during case conferencing, if the appropriate data release is in place.

The clients that AWH4T's outreach team serves are primarily unsheltered or living in places not meant for human habitation. However, there are no specific individual eligibility requirements for outreach.

Targeted populations for outreach include:

1. Individuals and families who are present on the street or places not meant for human habitation; and
2. Who, either:
  - Have been underserved;
  - Do not know about services;
  - Believe they do not need services; or
  - Do not, or think they do not, qualify for services.

Prioritized populations:

1. AWH4T prioritizes individuals and families who have the longest history of homelessness;
2. Individuals and families with most severe needs, particularly mental health or substance abuse disability; and
3. Veterans and chronically homeless persons.

### 3.4 RECORDKEEPING

CO Team Leads will log the number of contacts made during each CO including status as a civilian or veteran and incentives provided. At the end of each scheduled outreach the Team Lead will report final numbers to the COTF Chairperson.

Individuals encountered for the first time will be entered into HMIS by all street outreach providers, to the maximum extent practicable, upon completion of the ShareLink Authorization for Use and Disclosure (SAUD). CO teams and other street outreach providers will utilize Homeless Management

Information System (HMIS) to document specific outreach encounters to the maximum extent practicable.

CO teams and street outreach providers will administer the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) appropriate for the population being served either electronically in HMIS or on paper, to the maximum extent practicable, to ensure individuals have access to the *All Doors Open* coordinated entry system for connection to housing resource.

CO Team Leads and street outreach providers are responsible to making sure all information, including the VI-SPDAT assessment, is collected in HMIS, as appropriate. CSC maintains HMIS Data Security and Privacy Standards that meet all HUD regulation. It is the responsibility of those with an HMIS license to protect the data coming out of the system and not share any Tulsa City/County CoC, Community Service Council personally identifying information (PII) with those who do not have an HMIS permissions or where a Service Point Authorization for Use and Disclosure has not been obtained. This includes information from the By-Name-Lists.

### 3.5 SAFETY

Outreach staff should dress appropriately for local weather and terrain and should wear an agency ID to identify themselves at all times. Concerns about a staff member's attire will be addressed by the Team Lead, in consultation with the COTF Chairperson, as needed or by street outreach provider management, as applicable.

Outreach worker safety is AWH4T's number one priority. Outreach workers should adhere to their respective organization's safety policies with the following policies serving to supplement, but not supersede, them.

Outreach teams must stay alert and continually evaluate their surroundings. No outreach staff should ever work alone, and should at a minimum, work in pairs. No outreach worker should carry with them any weapon (included but not limited to knife, gun, pepper spray or other item of this nature).

Outreach workers should be respectful of an individual's space and should never enter into an individual's space without express permission. Outreach workers should never approach an individual carrying a weapon or engaging in illegal activity.

If for any reason an outreach worker feels unsafe, they should immediately remove the team from the situation. The use of the code phrase, "Time's up!" will be used to signal the other team members to leave. Team members will debrief after they have left that area. In case of an emergency, outreach staff will call 911. When safe to do so, CO Team Lead will then notify the supervisor they report to at their organization, as well as the COTF Chairperson.

If a CO team needs to assist an individual outside of the regularly scheduled location the CO Team Lead and Chairperson will be notified ahead of time. This ensures the ability for emergency personnel to be notified in the event the team is presumed to be in danger.

### 3.6 BEST PRACTICES

Outreach is a process designed to contact individuals in non-traditional settings who might otherwise be ignored or underserved. Its purpose is to improve physical and mental health and social functioning, increase use of human services, and re-integrate people into the community. For homeless outreach to occur, outreach workers frequently must attempt to establish a relationship with people who are often mistrustful of service providers and who are often reluctant to engage. To meet the difficult challenge of engaging clients experiencing homelessness, effective team members must be flexible, empathetic, respectful, non-judgmental, committed, and persistent and should have specialized knowledge of the issues facing the people they serve, be aware of the availability of services and systems of care such as housing, medical, behavioral health, and substance use disorder treatment.

Some individuals experiencing unsheltered homelessness have had negative experiences with shelters or the homeless response system or face challenges related to serious mental illness or substance use disorders, resulting in disengagement from outreach and engagement efforts. Outreach workers should be trained on assertive engagement, a process in which outreach personnel use their interpersonal skills and creativity to create a more conducive environment and circumstances for client engagement. Assertive Engagement is a synthesis of evidence-based practices including motivational interviewing, strength-based practice, and assertive community treatment and incorporates concepts around trauma-informed care, harm reduction, anti-oppression, and unconditional positive regard to create opportunities for meaningful engagement.

Person-centered practice promotes a person's right to have choice and control over the process of exiting homelessness and is an effective strategy to empowering people. Involving the person in all decision-making process supports a person's right to autonomy, develops their living skills and capacity to live independently.

Harm reduction is a critically important principle of effective homeless outreach. It is a means through which Outreach staff can establish trusting relationships with homeless individuals promote safety and continuously monitor safety issues while intervening as needed. A harm reduction approach aims to provide a quality service by reducing the adverse effects of homelessness. The primary goal of outreach when with people who are "sleeping rough" is to assist people to improve their health and housing outcomes.

Outreach staff need to understand a person's previous exposure to trauma and how these experiences have shaped their life trajectory. To reduce the likelihood of re-traumatization all interactions and engagement with a person should be based on trauma-informed care principles.

The above principle of trauma-informed care facilitates the provision of various outreach services to people whose unique needs may differ widely. It is particularly important to be mindful of trauma informed care when providing homeless outreach services to culturally diverse people as a slightly different approach may be more culturally relevant and appropriate. It is imperative that all HOWs receive training in culturally sensitive practice.

### **3.7 SERVICE REQUIREMENTS**

Outreach services should be focused on assisting individuals with obtaining a permanent or temporary housing resolution as quickly as possible. Outreach services should also target those most in need of more intensive services, encompassing case management and navigation services and be provided over a longer duration to a smaller group of individuals focused on housing placement. Case management involves the delivery of individualized services to meet the needs of clients and may include counseling, developing individualized housing and service plans, coordinating services and public benefits, enhancing life skills, addressing health and mental health needs, and providing income supports, among other individualized needs. Navigation services assist individuals experiencing unsheltered homelessness in overcoming barriers to accessing housing and services through supports such as housing search and documentation assistance. Outreach staff are well positioned to identify those individuals most in need and provide a warm handoff to service providers who can provide these more intensive services.

Outreach services should employ a perspective that all unsheltered individuals are currently housing ready, meaning that all individuals will be receptive of housing and services when offered in a fashion that best meet their needs without any preconditions. Outreach staff should help remove barriers to housing for persons experiencing unsheltered homelessness by assisting clients in obtaining identification, providing resources or referrals to address concerns regarding background checks and evictions, and providing other support as needed to make the transition into housing as seamless as possible once an individual accepts the offer of housing and services.

However, for some individuals it may take longer to agree to housing and services. For individuals who may be initially hesitant to engage in services, it is the role of outreach staff to assertively engage people and be persistent in continuing to develop trust and rapport, and to be there with available housing resources when individuals are ready. It is also important that outreach teams support clients in addressing the needs they identify as most urgent, which may include basic needs, health or mental health care, employment, and income supports or legal services, among others.

For individuals who express that they are not yet ready to pursue services or temporary or permanent housing options or who express an explicit desire to remain in their current unsheltered situation, it is important that outreach staff respect their wishes while continuing to offer access to basic needs services to ease their unsheltered experience. Ensuring programs operate with the lowest possible barriers alongside intensive case management and comprehensive voluntary supportive services can encourage people to consider engaging in services and remain engaged once connected.

### **3.8 MEDIA RELATIONS**

All inquiries by the media, which include representatives from newspapers, radio, and television, should be directed immediately to Community Service Council's AWH4T Program Coordinator.

Staff is prohibited from posting program information on social media when representing the AWH4T CO. Outreach staff should not utilize social media when working.



## 4 DROP-IN CENTERS

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### 4.1 ASSESSMENT AND INTAKE

Drop-in centers will offer a basic intake within 24 hours of the first point of contact with a client, subject to immediate client needs and in alignment with trauma-informed care principles. If the client declines to complete the intake, the drop-in center will document this decision and the client's reasoning. Intake documents will include:

1. Completed common assessment (VI-SPDAT/VI-F-SPDAT/TAY VI-SPDAT); and
2. Signed acknowledgement of receiving program guidelines.

### 4.2 SERVICE REQUIREMENTS

Drop-in centers provide services in a safe, welcoming, minimally intrusive environment that is designed to foster trust and personal engagement. These programs offer the following services:

- Information and referral
- Food or snacks
- Bathrooms
- Seating accommodations
- Access to telephones or charging capacity

Drop-in centers may also provide, either directly or by referral:

- Crisis intervention
- Emergency services
- Legal and advocacy services
- Mental health and substance abuse counseling
- Case management
- Service coordination (including developing an individualized housing and service plan that outlines a path to permanent housing stability)
- Facilities for personal hygiene (showers and laundry)
- Employment and education assistance
- Public assistance eligibility assistance

- Classes in living skills
- Preventive health education, including information about prevention of HIV/AIDS, Tuberculosis and Sexually Transmitted Disease
- Parenting education
- Community space
- Meeting space
- Linkage to medical service
- Domestic violence counseling
- Transportation
- Mail, voicemail, computer access
- Clothing
- Client storage

Staff are available during drop-in center operating hours to provide ongoing services and overall supervision.

### **4.3 BEST PRACTICES**

To meet the difficult challenge of engaging clients experiencing homelessness, effective staff must be flexible, empathetic, respectful, non-judgmental, committed, and persistent and should have specialized knowledge of the issues facing the people they serve, be aware of the availability of services and systems of care such as housing, medical, behavioral health, and substance use disorder treatment. Drop-in center staff should be trained on assertive engagement, a synthesis of evidence-based practices including motivational interviewing, strength-based practice, and assertive community treatment and incorporates concepts around trauma-informed care, harm reduction, anti-oppression, and unconditional positive regard to create opportunities for meaningful engagement.

#### **4.3.1 Harm Reduction**

Drop-in programs operate using a harm reduction model. Harm reduction refers to policies, programs and practices that aim to reduce the harms associated with substance abuse in people unable or unwilling to stop. The defining features are the focus on the prevention of harm, rather than on the prevention of substance use itself, and the focus on people who continue to use substances. Harm reduction incorporates a spectrum of strategies from safer use, to managed use, to abstinence, to meeting clients “where they’re at,” addressing conditions of use along with the use itself. Clients will be at different stages of recovery, and interventions must be tailored to those stages.

Harm reduction complements approaches that seek to prevent or reduce the overall level of substance consumption. It is based on the recognition that many people continue to use substances despite even

the strongest efforts to prevent the initiation or continued use of substance. Harm reduction accepts that many people who use substances are unable or unwilling to stop at any given time. Access to good treatment is important for people with substance abuse problems, but many people are unable or unwilling to get treatment. Harm reduction interventions are facilitative rather than coercive and are grounded in the needs of individuals.

The Harm Reduction Coalition, a national advocacy and capacity-building organization that works to promote the health and dignity of individuals and communities who are impacted by drug use, considers the following principles central to harm reduction practice:

- Accept, for better and or worse, that licit and illicit substance use is part of our world and choose to work to minimize its harmful effects rather than simply ignore or condemn it.
- Understands substance use as a complex, multi-faceted phenomenon that encompasses a continuum of behaviors from severe abuse to total abstinence and acknowledge that some ways of using are clearly safer than others.
- Establish quality of individual and community life and well-being – not necessarily cessation of all substance use – as the criteria for successful interventions and policies.
- Call for the non-judgmental, non-coercive provision of services and resources to people who use substances and the communities in which they live in order to assist them in reducing attendant harm.
- Ensure that substance users and those with a history of substance use routinely have a real voice in the creation of programs and policies designed to serve them.
- Affirms substance users themselves as the primary agents of reducing the harms of their substance use and seek to empower users to share information and support each other in strategies which meet their actual conditions of use.
- Recognize that the realities of poverty, class, racism, social isolation, past trauma, sex-based discrimination and other social inequalities affect both people’s vulnerability to and capacity for effectively dealing with substance-related harm.
- Does not attempt to minimize or ignore the real and tragic harm and danger associated with licit and illicit drug use.

#### 4.3.2 Client-Centered, Flexible Approach

Drop-in centers will deliver voluntary services to reflect the core principles of Housing First, using a client-centered, flexible, harm reduction approach.

Rather than...	Use this...
<p>Client must be sober to use facilities or be on premises.</p> <p>Clients prescribed medications for mental health conditions must take those as instructed in order to remain on site.</p>	<p>Clients engaging in behavior that is disruptive to other clients or staff will be requested to terminate that behavior or go to another area of facility. Staff are trained in harm reduction and to recognize signs of health crisis related to substances.</p>
<p>No pets or animals of any kind.</p>	<p>The program supports client use of service animals as required by the Americans with Disabilities Act. [If the program can accommodate pets, include information about kennels or other support.]</p>
<p>Possession of alcohol, drugs, drug paraphernalia or weapons will result in immediate dismissal.</p>	<p>The program provides amnesty bins at entry that clients may use to store personal items without repercussions. Clients may access their bin as requested and take items with them upon exit.</p>
<p>Clients unable to follow program guidelines will be expelled.</p>	<p>Program staff are trained in de-escalation and conflict resolution tactics. Staff will expel clients only as a last resort.</p>

**4.4 FACILITY MANAGEMENT**

**4.4.1 Codes and Ordinances**

The drop-in center conforms to all applicable state and local building, fire and health regulations, including wheelchair accessibility standards. The drop-in center does not exceed the maximum occupancy issued to it by the Fire Department and conspicuously posts the maximum occupancy issued to them by the Fire Department. The drop-in center conforms to all pertinent requirements of the Americans With Disabilities Act (ADA) and the Federal Fair Housing Amendments Act (FHAA).

**4.4.2 Layout and Furnishings**

The drop-in center is well arranged and carefully planned to provide as safe and secure an environment as possible.

The drop-in center should provide a private/quiet space that allows children to do their homework (as relevant) and clients to study and work. The drop-in center includes some outdoor space for client use only. The outdoor area is enclosed and appropriately screened to ensure privacy.

The drop-in center provides the necessary equipment and furnishings to support drop-in center activities. All drop-in center equipment and furnishings are maintained so they are clean, safe and appropriate for their intended function.

If a drop-in center provides food on site, tables and chairs must be provided in the dining area.

#### **4.4.3 Amenities**

The drop-in center has a heating and ventilation system that is in proper working order and maintains a minimum temperature appropriate for the population served.

The drop-in center takes incoming emergency phone messages and messages from other service providers such as case managers or advocates, for clients during business hours and has a process for making these messages available to them. Messages are taken without confirming whether or not the individual is a client of the agency. The drop-in center has or provides access to a phone that clients can use within reasonable limits. This phone is made as private as possible.

#### **4.4.4 Toilet Facilities**

The drop-in center has a sufficient supply of functional, clean wash basins and private toilets that include stalls have doors on the stalls with functional locks. The drop-in center provides separate bathrooms for male and female in ratios appropriate to the capacity of the drop-in center. The drop-in center provides toilets and wash basins accessible to clients with disabilities.

The drop-in center provides toilet tissue, soap, and a means for washing and drying hands. If the drop-in center provides showers on site, towels and soap must be provided. The drop-in center provides containers for disposal of feminine hygiene products. Drop-in centers supply deodorant, shampoo, toothbrushes, toothpaste, condoms, feminine hygiene products, and diapers.

The drop-in center allows guests to use bathrooms and showers (if applicable) that correspond to their gender identity. If the guest has concerns, the drop-in center provides bathroom and shower facilities based on a guest's concerns regarding safety and social comfort and provides, if possible, gender-neutral bathrooms and showers for all guests to use. However, the drop-in center does not require this as the only option for transgender and gender non-conforming guests because restricting choices in this way may draw unwanted attention to the individual or situation. Drop-in centers may wish to post signs in bathrooms reminding all guests to please let other guests use the restroom in peace, as each of us can decide for ourselves which restroom we belong in.

##### **4.4.4.1 Weapons**

Drop-in centers prohibit possession of weapons by everyone (clients, staff, volunteers, guests, etc.) at the facility. The program makes immediately available and accessible its policy regarding the discovery of weapons, including a list of items considered to be weapons.

Work tools and any other devices, which may be used in a manner that could cause serious bodily injury, must be checked in at the front desk and appropriately stored, before the client is allowed in other areas of the drop-in center.

Items which require check-in must be tagged with the client's name and date of check-in. All check-in items must be immediately stored in a locked box, closet or cabinet, which is to be located in a secure area of the facility. Clients may retrieve the items whenever they are ready to leave the facility.

#### 4.4.5 Storage of Personal Possessions and Medications

Drop-in centers which hold funds or possessions on behalf of clients have a written policy and established procedure for securing and returning clients' belongings. The policy specifies how the stored items will be safeguarded, the drop-in center's liability for items that are lost or stolen, and the length of time funds or possessions will be held. Drop-in centers must explain this policy to clients before holding any funds or possessions for them, and drop-in centers must make immediately available and accessible this policy in the frequently encountered languages of limited English proficient groups eligible to be served by the program.

If the drop-in center holds possessions on behalf of a client, those funds or possessions are returned the same day if possible, and no later than two business days after the demand for return.

Drop-in centers comply with local and federal laws and regulations regarding the storage of record-keeping concerning medications. Drop-in centers have established procedures for preserving clients' confidentiality in the storage of and keeping of records concerning medications.

#### 4.4.6 Communicable Diseases

All drop-in center clients should be given information about and, if appropriate, referred to City-/County-sponsored disease testing (*e.g.*, for TB and HIV/AIDS) and child immunizations.

Staff use universal precautions when disposing of items such as diapers, tissues, band-aids, etc. Gloves and plastic bags are used when handling and disposing of these items.

The program notifies clients anytime there is a possibility that they were exposed to a communicable disease that is spread through casual contact. Notification must include posting a written warning about possible exposure in a conspicuous location, in no higher than a fifth grade reading level, in the frequently encountered languages of limited English proficient groups eligible to be served by the program, and in a fashion readily accessible to accommodate hearing impaired, Deaf, and sight impaired individuals (*e.g.*, Braille, audio, large type, assistive listening devices, and sign language interpreters). The warning includes the date of the exposure, the disease, the onset time of the disease, its symptoms and how it is treated.

The program consults a medical professional when deciding if a client or potential client is infected with a contagious communicable disease that might endanger the health of other clients.

The program maintains written policies regarding mandatory implementation of universal precautions, control of tuberculosis, (per the Oklahoma State Department of Health's guidelines), and notification of clients of possible exposure to a communicable disease.

The program maintains written policies on client confidentiality issues regarding communicable diseases, including HIV/AIDS.

Program admission and exit policies and daily operation procedures adhere to protocols established by the Center for Disease Control.

#### 4.4.7 Pest Control

The drop-in center works actively to prevent insect and rodent infestations and to eliminate them if they occur. In kitchen, dining areas, and food storage areas, (if applicable) the drop-in center takes precautions such as wiping up spills and crumbs frequently; storing food at least six inches off the floor and away from the walls; checking incoming boxes for insects and rodents excluding clients' personal belongings; filling in all crevices and cracks in walls; elevating garbage containers off the floor; having annual pest control inspections; and installing self-closing doors, where appropriate, on the outside of the facility.

Drop-in centers should have monthly pest control inspections. The drop-in center notifies clients of any pest-control maintenance activities. Notification must be given 24 hours in advance. The material safety data sheets are requested from any exterminators hired and kept on file.

### 4.5 CLIENT EXPULSION

Drop-in centers have written policies and procedures for expelling an individual or family from the facility that:

1. Are clear and simple, avoiding overly rigid and bureaucratic rules;
2. Require that all reasonable efforts are made to provide an appropriate referral;
3. Are immediately available and accessible in no higher than a fifth grade reading level, in all appropriate languages, or in a fashion readily accessible to accommodate hearing impaired, Deaf, and sight impaired individuals (*e.g.*, Braille, audio, large type, assistive listening devices, and sign language interpreters);
4. Include a definition of the reasons or conditions for which an individual or family may be expelled;
5. Delineate a clearly defined process for expulsion including due process provisions; and
6. Describe the conditions or process for re-admission to the facility.

## 5 EMERGENCY SHELTER

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### 5.1 ELIGIBILITY AND SCREENING

All shelters will have written policies and procedures for admission eligibility and allowable length of stay. Policies and procedures as well as clients' rights and responsibilities in accessing shelter services are to be clearly explained to clients upon admission.

Notwithstanding restraints on program capacity and resource limitations, shelters shall follow a Housing First model with low barrier admission policies. A shelter may turn away a prospective client if:

1. The shelter has no availability;
2. The household includes a child under the age of 18 and the provider operates a single adult shelter;
3. The shelter serves minors and the prospective client is a registered sex offender; or
4. An agreement with a legal guardian or appropriate authorities has not been secured for an unaccompanied minor.

A shelter may not turn away an individual or family qualifying under Category 4 of HUD's definition of homeless related to persons fleeing domestic violence except directly to a mutually agreed upon, more specialized referral via a warm hand-off with a phone call and transportation or via other mutually agreed upon safe transition protocol.

The age and gender of a child under 18 cannot be used as a basis for denying any family's admission to a shelter.

Having an outstanding warrant does not disqualify a person from entering a shelter. Shelters may provide a voluntary program to help resolve outstanding warrants.

Shelters are prohibited from denying assistance to clients if they refuse to permit the shelter to share their information with other providers. In cases where a client does not consent to having their information shared, the information must still be collected by the shelter to determine eligibility, but it must not be shared via the HMIS if the program client objects.

### 5.2 ASSESSMENT AND INTAKE

Shelters will offer a basic intake within 24 hours of the first point of contact with a client, subject to immediate client needs and in alignment with trauma-informed care principles. If the client declines to complete the intake, the shelter will document this decision and the client's reasoning. Intake documents will include:

1. Completed common assessment (VI-SPDAT/VI-F-SPDAT/TAY VI-SPDAT); and
2. Signed acknowledgement of receiving program guidelines.

Comprehensive assessments of admitted shelter program clients shall be conducted within one week of basic intake. Such assessments focus on:

1. Completed common assessment (VI-SPDAT/VI-F-SPDAT/TAY VI-SPDAT) for those who have not completed one;
2. Immediate health and safety needs relevant to providing temporary accommodations; and
3. Information relevant to securing housing, including client preferences; factors that would cause a landlord to reject the person's application (past evictions, criminal history, etc.); factors that directly led to housing instability or homelessness in the past (failure to pay rent, lease violations, etc.); and other information necessary to link clients to financial assistance and housing-related resources.

### 5.3 EMERGENCY SHELTER SERVICES

Shelters shall make every effort to ensure that their services are accessible and appropriate for individuals and families with the highest level of vulnerability and the highest barriers to housing that are likely to be homeless longest. Staff supervision, whether paid or volunteer, must be provided during the hours of operation.

#### 5.3.1 Temporary and Basic Shelter Services

All temporary and basic shelters must comply with the following standards, except where the standard is designated as applying to only a certain shelter type.

Temporary and basic shelters provide services coordinated to meet the immediate safety and survival needs of the individual or family served, including shelter, food, clothing and other support services. These services are provided in a minimally intrusive environment.

At a minimum, temporary and basic shelters provide the following services directly on-site:

1. Sleeping accommodations;
2. Personal hygiene supplies and facilities, including toilets and wash basins;
3. Showers and/or bathtubs (temporary shelters may provide referrals to other facilities for these services).

In addition to these services, temporary and basic shelters provide either directly or by referral the following services:

1. Food;
2. Information and referral;
3. Crisis intervention;
4. Mailing address;

5. Linkage to medical services;
6. Clothing; and
7. Laundry facilities, either on-site or located within walking distance.

The use of services beyond the provision of food and shelter should be encouraged.

### 5.3.2 Service-Enriched Shelter Services

In addition to meeting basic needs, service-enriched shelters are designed to increase the client's coping and decision-making capacities and assist in planning for the client's reintegration into community living. Staff are aware of and know how to access other community resources that can help clients achieve their housing placement and stabilization goals. Staff helping to re-house clients are aware of and know how to access a wide array of housing options (public/private, subsidized/unsubsidized, all local supportive housing, etc.) directly or through All Doors Open to help clients achieve their housing goals.

Service-enriched shelter programs are characterized by:

1. Comprehensiveness, by directly providing a range of services or by serving as part of a network that provides a range of services;
2. Immediacy, by providing for timely intervention and avoidance of delays in implementing a workable plan; and
3. Continuity and linkage to after care (to the extent possible when funding is available), by providing services in cooperation with other resources and ensuring appropriate follow-up after the child, adult, or family has left the program.

In addition to providing the services of a basic shelter above, service-enriched shelters make available, either directly or by referral, the following services:

1. Crisis intervention;
2. Assessment for child abuse and/or neglect (in family shelters);
3. Service coordination (including developing an individualized housing and service plan that outlines a path to permanent housing stability);
4. Emergency and ongoing identification of medical and health needs and referral for care;
5. Public assistance eligibility assistance;
6. Educational and employment assistance; and
7. Exit planning and relocation assistance.

In addition to these services, service-enriched shelters also provide some or all of the following services, as indicated by the service population:

1. Education related to activities of daily living (life skills);

2. Preventive health education, including information about prevention of HIV/AIDS, Tuberculosis and Sexually Transmitted Disease;
3. Substance abuse and mental health counseling;
4. Support groups;
5. Structured social/recreational activities;
6. Parenting education;
7. Job referral and placement;
8. Childcare;
9. Transportation;
10. Legal services;
11. Domestic violence counseling; and
12. Other appropriate services as necessary for the service population.

If the shelter provides referrals for mental health, substance abuse, health care, or developmental disability services, this same referral information must be offered to every client. Then, the program providing these services may separately ask questions about the issues relevant to the provision of that service.

Any services related to an individual's disability may not be required as a condition of receiving shelter unless the shelter is specifically designated for individuals with disabilities and has a mandatory service component according to its funding criteria.

Ongoing assessment of adjustment to community living arrangements is conducted throughout the individual's or family's term of residence in the program. Service-enriched shelters develop exit plans with the individuals served and provide or offer referrals for identified services that address their ongoing needs. Exit planning is initiated at intake.

#### **5.4 CLIENT-CENTERED, FLEXIBLE APPROACH**

Clients are encouraged to take advantage of housing-focused case management services to return to permanent housing as rapidly as possible. Case managers will deliver voluntary services to reflect the core principles of Housing First, using a client-centered, flexible, harm reduction approach.

Rather than...	Use this...
Clients must maintain enrollment in substance treatment program.	Clients may enroll and remain in shelter regardless of substance use or sobriety. Staff use a client-centered, harm reduction approach when addressing substance use with clients.
<p>Client must be sober to use facilities or be on premises.</p> <p>Clients prescribed medications for mental health conditions must take those as instructed in order to remain on site.</p>	Clients engaging in behavior that is disruptive to other clients or staff will be requested to terminate that behavior or go to another area of facility. Staff are trained in harm reduction and to recognize signs of health crisis related to substances.
Minimum income must be maintained to remain in program.	Clients may enroll and remain in shelter.
Attendance at weekly case management meetings is required to stay in shelter.	Case management is strongly encouraged to assist clients in housing location and to work toward personal goals. Refusal of case management services will not result in termination or negative consequences. Clients may choose which services meet their needs.
No pets or animals of any kind.	The shelter supports client use of service animals as required by the Americans with Disabilities Act. [If the shelter can accommodate pets, include information about kennels or other support.]
Clients must make measurable progress on stated goals in order to stay in shelter.	Clients may remain in shelter regardless of adherence to service plans.
Clients must arrive by 8 PM each night to keep their bed. No schedule changes can be made without prior approval.	Clients may arrive at any time of night to accommodate work schedules or other personal needs or preferences.
Clients must leave by 8 AM to seek employment, housing, education, or work on other goals.	Client choice is respected, and the shelter facility is open 24 hours for current clients. Shelter computers may be used to seek employment, housing, education, or other personal use.
Possession of alcohol, drugs, drug paraphernalia or weapons will result in immediate dismissal.	The shelter provides amnesty bins at entry that clients may use to store personal items without repercussions. Clients may access their bin as requested and take items with them upon exit.

Rather than...	Use this...
<p>Random searches may be conducted by staff at any time. This includes security searches of your person and/or your belongings.</p>	<p>Clients' autonomy will be respected. We respect privacy of your belongings and will not enter your private space or locker except in the case of emergency.</p>
<p>Clients must pass background checks to stay in shelter.</p>	<p>Clients' prior criminal convictions, charges, or arrests will not be a barrier to staying in the shelter (<u>except where the prospective client is a registered sex offender and the admitting program facility shelters minors</u>). Staff will not request this information unless in context of case management in which it is directly relevant. Arrests, charges, or convictions that occur during a client's stay in shelter will not be held against them (<u>except where the prospective client is a registered sex offender and the admitting program facility shelters minors</u>).</p>
<p>Clients must save 30% of their income for future housing.</p>	<p>A voluntary savings program is encouraged, with clients suggested to save 30% of their income for future housing. Case management staff can assist with accessing resources to open a bank account if desired.</p>
<p>For single-sex or sex-segregated facilities: Staff will make bed assignments to men's or women's areas according to client sex listed on identity documents.</p>	<p>Clients choose to stay in men's or women's area according to client's self-identified gender identity. Staff will not ask about client's sex assigned at birth or on identity documents at intake, and staff will accept a client whose gender expression does not fit stereotypical gender expression.</p>
<p>All clients must pass a TB test before allowed to stay in the shelter.</p>	<p>TB testing is offered in a mobile clinic van outside the shelter on a biweekly basis. Clients should obtain a TB test as soon as possible after entering the shelter to ensure the health of all clients.</p>
<p>Clients must take all belongings with them upon exiting the shelter in the morning.</p>	<p>The shelter provides large lockers and locks for use during stay, to allow clients to safely store belongings.</p>
<p>Clients unable to follow program guidelines will be discharged.</p>	<p>Shelter staff are trained in de-escalation and conflict resolution tactics. Staff will discharge clients only as a last resort.</p>

Rather than...	Use this...
Case managers require clients to apply for all mainstream benefits for which they are eligible.	Clients are encouraged to apply for all mainstream benefits for which they are eligible. The shelter partners with local Medicaid offices to offer application assistance on site on a weekly basis, as well as referrals to attorneys to assist with SSI and SSDI applications and appeals.
Housing plans offered by case management dictate strict adherence to set activities related to application for housing.	Financial assistance and supportive services are offered in a manner which gives minimum assistance initially and increases assistance over to if needed to resolve the housing crisis. Type, duration, and amount of assistance is based on individual assessment of needs and support systems.

**5.5 FACILITY MANAGEMENT**

All shelters, temporary, basic, and service-enriched, must comply with the following standards, except where the standard is designated as applying to only certain shelter types.

**5.5.1 Codes and Ordinances**

The shelter conforms to all applicable state and local building, fire and health regulations, including wheelchair accessibility standards.

The shelter does not exceed the maximum occupancy issued to it by the Fire Department for the entire shelter nor for the individual rooms used as sleeping quarters.

The shelter conspicuously posts the maximum occupancy issued to them by the Fire Department for the entire shelter and for the individual rooms used as sleeping quarters.

The shelter conforms to all pertinent requirements of the Americans With Disabilities Act (ADA) and the Federal Fair Housing Amendments Act (FHAA).

**5.5.2 Layout and Floor Plan**

The shelter is well arranged and carefully planned to provide as safe and secure an environment as possible. The shelter provides adequate separation of families, couples and single adults, and adequate separation of single women and single men. Shelters should provide accommodations which protect the family unit whenever possible, allowing parents and children to be accommodated together.

In some cases, typical sleeping arrangements may not be safe for transgender or gender non-conforming guests. If there is any question of safety, provide transgender and gender non-conforming guests the option of sleeping within sight and hearing of staff. If available, a single room may also be offered. Be aware that these arrangements may draw unwanted attention to the situation, so it's important to allow transgender and gender-nonconforming guests to decide for themselves the most appropriate option.

Room accommodations, bathrooms, lounges and other common spaces in the shelter should be wheelchair accessible. Wheelchair access should be provided to all common areas and to not less than 10% of the sleeping units.

The shelter should provide a private/quiet space that allows children to do their homework and clients to study and work. The shelter includes some outdoor space for client use only. The outdoor area is enclosed and appropriately screened to ensure privacy.

If the shelter provides clients with separate rooms with doors, clients must be able to secure the door while in the room, and staff must have keys to all rooms.

If a shelter provides food on-site, the sleeping area must be separate from the dining area.

**Service-Enriched Shelter Standard:** The shelter includes rooms for providing on-site services, as applicable.

### 5.5.3 Furnishings

The shelter provides the necessary equipment and furnishings to support shelter activities. All shelter equipment and furnishings are maintained so they are clean, safe and appropriate for their intended function.

At a minimum, shelters provide clients with a clean bed, mat, or cot that is a minimum of 27 inches in width or a double bed for an adult couple. Winter shelters and rotating church shelters, at a minimum, provide clients with a mat. The shelter should use vinyl mattress covers or mattresses that are resistant to bacteria, fluids, and pests and sanitize them between clients. The shelter implements routine procedures for disinfecting the bed, mat, or cot and its cover with each change of client.

Clean bed linens are to be provided to new clients at intake. Clients are expected to maintain cleanliness of linens when facilities are available onsite, otherwise clean linens will be provided by the facility at least once a week. Each client is supplied with sheets, a pillow and pillowcase and at least one blanket. Bed linens, blankets and towels are laundered as often as necessary for cleanliness and freedom from odors. The shelter has sufficient numbers of each item to allow for changes when necessary.

Bedrooms should have individual lockable storage lockers for the client's belongings. Each locker should be large enough to accommodate winter clothing.

If a shelter provides food on site, tables and chairs must be provided in the dining area.

### 5.5.4 Amenities

The shelter has a heating and ventilation system that is in proper working order and maintains a minimum temperature appropriate for the population served.

Natural lighting is provided wherever possible. Windows should allow a natural lighting ratio of 1 foot of window space to every 10 square feet of room area. Exceptions allow for the kitchen to be provided with adequate artificial light.

The shelter takes incoming emergency phone messages and messages from other service providers such as case managers or advocates, for clients during business hours and has a process for making these messages available to them. Messages are taken without confirming whether or not the individual is a client of the agency. The shelter has or provides access to a phone that clients can use within reasonable limits. This phone is made as private as possible.

### 5.5.5 Bath and Toilet Facilities

The shelter has functional, clean bathing facilities that have shower stalls with functional locks for the privacy and safety of all guests. Temporary or winter shelters may provide referrals to places that have bathing facilities on site. If the shelter provides services to persons with infants and young children, it must provide adequate space and equipment such as bathtubs, portable tubs, and basins for the bathing and changing of infants and young children.

The shelter has a sufficient supply of functional, clean wash basins and private toilets that include stalls have doors on the stalls with functional locks. The shelter provides separate bathrooms for male and female in ratios appropriate to the capacity of the shelter. The shelter provides toilets and wash basins accessible to clients with disabilities.

The shelter provides toilet tissue, soap, and a means for washing and drying hands. If the shelter provides showers on site, towels and soap must be provided. The shelter provides containers for disposal of feminine hygiene products. Shelters should supply deodorant, shampoo, toothbrushes, toothpaste, condoms, feminine hygiene products, and diapers.

The shelter allows guests to use bathrooms and showers that correspond to their gender identity. If the guest has concerns, the shelter provides bathroom and shower facilities based on a guest's concerns regarding safety and social comfort. Shelters provide, if possible, gender-neutral bathrooms and showers for all guests to use. However, shelters do not require this as the only option for transgender and gender non-conforming guests because restricting choices in this way may draw unwanted attention to the individual or situation. Shelters and programs may wish to post signs in bathrooms reminding all guests to please let other guests use the restroom in peace, as each of us can decide for ourselves which restroom we belong in.

### 5.5.6 Security

The building and grounds are routinely and regularly monitored. Building or shelter security is maintained, and when appropriate to the population served and the type of facility, clients are encouraged to form client patrols.

Shelters should permit clients to have visitors as appropriate to the shelter population and type of facility. Shelter clients are responsible for the behavior of their visitors and may experience the consequences of their guests' negative behaviors as specified in the shelter guidelines.

#### *5.5.6.1 Weapons*

Shelters prohibit possession of weapons by everyone (clients, staff, volunteers, guests, etc.) at the facility. The program makes immediately available and accessible its policy regarding the discovery of weapons, including a list of items considered to be weapons.

Work tools and any other devices, which may be used in a manner that could cause serious bodily injury, must be checked in at the front desk and appropriately stored, before the client is allowed in other areas of the shelter.

Items which require check-in must be tagged with the client's name and date of check-in. All check-in items must be immediately stored in a locked box, closet or cabinet, which is to be located in a secure area of the facility. Clients may retrieve the items whenever they are ready to leave the facility.

### 5.5.7 Storage of Personal Possessions and Medications

In shelters, bedrooms should have individual, separate lockable storage lockers for the adult client's belongings. Each locker should be large enough to accommodate winter clothing. Service enriched shelters should allow clients to store personal belongings for up to 72 hours after clients have left the shelter.

Shelters which hold funds or possessions on behalf of clients have a written policy and established procedure for securing and returning clients' belongings. The policy specifies how the stored items will be safeguarded, the shelter's liability for items that are lost or stolen, and the length of time funds or possessions will be held. Shelters must explain this policy to clients before holding any funds or possessions for them, and shelters must make immediately available and accessible this policy in no higher than a fifth grade reading level, in the frequently encountered languages of limited English proficient groups eligible to be served by the program, and in a fashion readily accessible to accommodate hearing impaired, Deaf, and sight impaired individuals (*e.g.*, Braille, audio, large type, assistive listening devices, and sign language interpreters).

If the shelter holds possessions on behalf of a client, those funds or possessions are returned the same day if possible, and no later than two business days after the demand for return.

Shelters comply with local and federal laws and regulations regarding the storage of record-keeping concerning medications. Shelters have established procedures for preserving clients' confidentiality in the storage of and keeping of records concerning medications.

### 5.5.8 Maintenance and Housekeeping

Shelters have a written building maintenance policy that includes a clearly identified person to whom the clients can report maintenance problems. Routine maintenance is performed by qualified personnel or qualified personnel supervise maintenance work performed by clients.

The shelter has a housekeeping plan to ensure a safe, sanitary, clean and comfortable environment. The plan includes:

1. A cleaning schedule for all parts of the facility, including, but not limited to, the floors, walls, windows, doors, ceilings, fixtures, equipment, and furnishings;
2. A schedule for collecting and discarding trash inside the facility; and
3. A clearly identified person(s) responsible for the tasks on the housekeeping plan.

Trash inside the facility is contained in appropriate trash receptacles. Trash receptacles are emptied on a regular basis.

Adequate, properly maintained supplies and equipment for housekeeping functions are available. These supplies are properly labeled and are kept in a separate cabinet away from any food and out of the reach of children.

A material safety data sheet is maintained where the chemicals that the sheets apply to are stored for all chemical products used on site. An additional copy of the sheets must be maintained in a location

that can be accessed easily by staff and clients in the event of an emergency and must be available upon request.

### 5.5.9 Communicable Diseases

All shelter clients should be given information about and, if appropriate, referred to City-/County-sponsored disease testing (*e.g.*, for TB and HIV/AIDS) and child immunizations.

Staff use universal precautions when disposing of items such as diapers, tissues, band-aids, etc. Gloves and plastic bags are used when handling and disposing of these items.

The program notifies clients anytime there is a possibility that they were exposed to a communicable disease that is spread through casual contact. Notification must include posting a written warning about possible exposure in no higher than a fifth grade reading level, in a conspicuous location, and in the frequently encountered languages of limited English proficient groups eligible to be served by the program and in a fashion readily accessible to accommodate hearing impaired, Deaf, and sight impaired individuals (*e.g.*, Braille, audio, large type, assistive listening devices, and sign language interpreters). The warning includes the date of the exposure, the disease, the onset time of the disease, its symptoms and how it is treated.

The program consults a medical professional when deciding if a client or potential client is infected with a contagious communicable disease that might endanger the health of other clients.

The program maintains written policies regarding mandatory implementation of universal precautions, control of tuberculosis, (per the Oklahoma State Department of Health's guidelines), and notification of clients of possible exposure to a communicable disease.

The program maintains written policies on client confidentiality issues regarding communicable diseases, including HIV/AIDS.

Program admission and exit policies and daily operation procedures adhere to protocols established by the Center for Disease Control.

### 5.5.10 Pest Control

The shelter works actively to prevent insect and rodent infestations and to eliminate them if they occur. In kitchen, dining areas, and food storage areas, the shelter takes precautions such as wiping up spills and crumbs frequently; storing food at least six inches off the floor and away from the walls; checking incoming boxes for insects and rodents excluding clients' personal belongings; filling in all crevices and cracks in walls; elevating garbage containers off the floor; having annual pest control inspections; and installing self-closing doors, where appropriate, on the outside of the facility.

Shelters should have monthly pest control inspections. The shelter notifies clients of any pest-control maintenance activities. Notification must be given 24 hours in advance. The material safety data sheets are requested from any exterminators hired and kept on file.

### 5.5.11 Provisions for Babies and Young Children

If the shelter provides services to people with children, it must provide age appropriate cribs or beds, storage space for toys, and appropriate feeding equipment for infants and young children. If the shelter provides services to people with infants, it must provide refrigeration and cooking equipment capable of being used for the storage and preparation of infant formula, baby food and milk.

All children's furniture and equipment meet national safety standards. Donated furniture and equipment also must meet these same standards.

## 5.6 EXITS FROM SHELTER

Clients only move to another emergency shelter when:

1. They desire and choose;
2. Accommodations more appropriate to meet their health and safety needs are available (*e.g.*, recovery housing, domestic violence shelter, youth shelter); and
3. No permanent housing solution (with or without supportive services) is currently available that is a similar or better match for their preferences and needs.

Exits to other homeless situations are avoided, even when program guidelines are violated.

People who pose an imminent risk of harm to themselves or others may be exited to more appropriate assistance, such as a more intensive program, hospital, or other emergency responder.

### 5.6.1 Client Suspension or Termination

Suspension or termination from the shelter will only occur in extreme circumstances, for actual threat or injury to other clients, staff, or property. Shelter staff will make every effort to accommodate clients regardless of any infraction and to resume assistance to the client in the future. The shelter will have written policies and procedures for expelling individuals that:

1. Define reasons or conditions of expulsion;
2. Include timely due process provisions;
3. Are clear and simple to understand;
4. Describe the conditions or process for re-admission to the shelter including the appeal and complaints procedure; and
5. Require reasonable efforts be made to provide an appropriate referral.

## 6 SUPPORTIVE HOUSING: TRANSITIONAL HOUSING, RAPID REHOUSING, AND PERMANENT SUPPORTIVE HOUSING

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### 6.1 HOUSING FIRST IN SUPPORTIVE SERVICES

A Way Home for Tulsa's aims to increase the supply of healthy and safe housing and supportive housing that is affordable and available to extremely low income and/or special needs households. All supportive housing programs follow best practice models to provide transitional housing (TH), rapid rehousing (RRH), and permanent supportive housing (PSH). TH, RRH, and PSH programs follow a Housing First philosophy, moving households directly into housing without prerequisites and doing whatever it takes to keep them housed, including rehousing households when necessary. Housing programs offer robust supportive services to help households maintain their housing and all services are

voluntary and client driven. The policy below supplements the Housing First protections outlined in sections 1.4 Admission Procedures, Eligibility, and Documentation, 1.5 Protocols, Policies, and Procedures, and 1.6 Procedures to Protect Client Rights and details the A Way Home for Tulsa's efforts to implement Housing First in TH, RRH, and PSH programs.

TH, RRH, and PSH programs provide strength-based case management, building on the assumption that every client has the capacity to cope with difficulties, to maintain functioning in the face of stress, to bounce back in the face of significant trauma, to use external challenges as a stimulus for growth, and to use social supports as a source of resilience.

TH, RRH, and PSH programs utilize an assertive approach characterized by program staff assuming the responsibility to do whatever needs to be done to assist a client in meeting their individual goals, services and treatment needs. Staff consistently provides the energy, persistence, and unconditional support that clients need to develop, try and evaluate effective strategies and interventions to meet their individual aspirations, treatment and rehabilitation. This philosophy plays out differently in each program as the resources and the interventions vary program to program. The idea behind it, which applies throughout TH, RRH, and PSH programs, is that staff engage with clients creatively.

#### 6.1.1 Voluntary Participation in Services

All TH, RRH, and PSH programs and supportive services provided are voluntary, and participation in supportive services is not required to maintain housing or program enrollment. A Way Home for Tulsa recognizes that it is providing housing and services for hard-to-house populations of persons experiencing homelessness and makes every effort to exercise judgment and examine all extenuating circumstances in determining when violations are serious enough to warrant termination. A program client's assistance is terminated only in the most severe cases. Specifically, TH, RRH, and PSH programs will not terminate clients for:

- Failure to participate in supportive services;
- Failure to make progress on a client's service plan;
- Loss of income or failure to increase income;
- Being a victim of domestic violence; or
- Any other activity not covered under a typical lease agreement in the general geographic area in and around Tulsa County.

Since supportive services are proactively offered as a benefit and resource to clients to help them attain and maintain housing, clients are not required to participate as a condition of their tenancy. Instead, program staff continually implement engagement strategies and use evidence-based practices, such as motivational interviewing, to encourage participation. In addition, program staff works with clients to design individualized service plans that support each client's unique strengths, needs, and interests. See *Client-Centered Housing Stability Planning, Section 5.1.2*.

### 6.1.2 Client-Centered Housing Stability Planning

A housing stability plan provides a roadmap for the client and the case manager. It breaks down the housing goal into attainable steps to make the process more manageable and clarifies goals and responsibilities, so everyone knows who is working on what and why. Supportive housing programs employ client-centered housing stability planning principles, where:

1. The central focus is on resolving the crisis of homelessness by helping clients obtain and move into permanent housing;
2. The approach is Housing First, so program staff do not expect or require that the client meet certain behavioral or economic preconditions (*e.g.*, income threshold or sobriety);
3. Client choice drives the process and the client's strengths are recognized and used to empower the client throughout the process; and
4. The approach is individualized for each client and varies in intensity and length depending on the client's needs and strengths.

The process evolves as the client progresses. For a client that is not housed, the goal is to assist the client to develop a strategy and a plan to end the crisis of homelessness. For a housed client, the ongoing goal is to put in place appropriate supports to stabilize and maintain housing by making linkages to mainstream and community resources that to help the client stabilize and provide a network of support to avoid future housing crises.

Housing stability planning requires the program to identify:

1. Barriers to housing and steps to mitigate or resolve them;
2. Client's strengths and steps needed to build on those strengths; and
3. Available resources and path to obtain those resources.

Programs should document all steps client and case manager will take to move toward permanent housing, include both short- and longer-term goals and timelines, and build in flexibility to respond to progress and changing circumstances.

#### *6.1.2.1 Step 1: Assessment of Housing Barriers and Strengths*

Supportive housing programs set an expectation of housing focus. At intake, discuss permanent housing as the goal of the program. Make housing-focused culture evident from agency bulletin boards, materials, intake paperwork, etc. Start discussions about housing and development of a housing plan right away following enrollment.

Explain the process of housing stability planning: how goals and actions will be set, how often meetings will take place, the approach to monitoring progress. Provide as much information as possible about roles and expectations and be responsive to client concerns.

The assessment should be designed to collect information from clients regarding their past living situations to identify and address barriers to housing stability:

- What was the last place where the client lived that worked well? What about that situation made it work well?
- Has the client had a lease before? How did that go?
- Does the client have past evictions?
- Has the client lived in subsidized housing before?
- Has the client tried applying for a new lease recently? What was the outcome?
- Does the client have any concerns about moving into their own place?

Client preferences should guide the plan. Since in a tight housing market, there are generally going to have to be some compromises and some trade off made, the assessment process should include a discussion of some of those limitations and identify what is most important to the client and what is negotiable. Consider pets, reasonable accommodations, proximity to family, friends, or other supports that may be important to maintaining housing:

- What type of housing arrangement would the client prefer now? In the future?
- Where would the client like to live?
- Is there anywhere the client wants to avoid, *e.g.*, due to domestic violence or recovery from substance abuse?
- Where does the client have a network of family and/or friends?

The core of the housing assessment identifies the client's primary barriers and strengths that could help them obtain or maintain housing. Identifying barriers to housing helps to focus planning and goal setting on overcoming the most pressing of these barriers. At minimum the assessment should identify:

- What are the client's resources, including income, work experience, and social network?
- How can actions or circumstances which led to the client's housing crisis be resolved or mitigated?
- What other barriers interfere with the client's ability to regain stable housing?
- What supports will the client need to move into and maintain stable housing?
- How well can the client solve problems and access services, independently and/or with support?

*Client Assessment Checklist:*

- Explain the process and goals
- Discuss the client's housing history and preferences
- Run a credit report
- Check public records of evictions
- Contact previous landlords
- Identify the client's strengths and barriers

**6.1.2.2 Step 2: Goal Setting and Action Planning**

Supportive housing programs use the findings of the assessment of strengths and barriers to conduct a client-centered process to set goals related to:

- Obtaining housing, including resolving tenant screening barriers;
- Meeting lease requirements;
- Increasing/maintaining income, obtaining employment, and developing budgeting skills;
- Acquiring independent living skills that support housing stability;
- Addressing service needs for mental health or substance abuse issues that may cause barriers to permanent housing; and
- Reducing debt, repairing credit history, increasing independence.

Client preference is a primary consideration when selecting a housing unit. Program staff should discuss specific preferences with each client such as preferred location, unit size, proximity to amenities and any desired unit characteristics. All clients should have the opportunity to view a potential unit before determining if they want to live there. Program staff may need to work with clients to set expectations in light of the particular limitations of the program in which they are participating. Master leasing programs are sometimes unable to offer the same breadth of choice, and that should be discussed with clients at the outset of the program to support housing discussions.

Program staff share information about all options based on client's housing history and preferences. The client sets goals and priorities – even if options are limited. Program staff assists the client to identify steps to obtain and maintain stable housing. Clients have input and final decision-making for all goals, actions steps, and timelines.

*Goal Setting Checklist:*

- Include both short- and long-term goals
- Break goals down into steps that can be accomplished between meetings
- Action steps to achieve goals should be:
  - Clear and easy to understand;
  - Measurable; and
  - Accomplishable in a short period of time (*e.g.*, a week).
- Indicate what support is needed to achieve each goal
- Specify tasks to be completed by the client and by the case manager

**6.1.2.3 Step 3: Supporting Long-Term Housing Stability**

Supportive housing programs provide tenant education and supports to ensure lease compliance. For rapid rehousing, increasing income should be the central focus if client cannot remain housed with current income. For all supportive housing programs, maximizing the amount of income available for rent to support stable housing includes connecting clients with mainstream benefits to help cover household expenses such as food, utilities, and healthcare and identifying community resources that can provide free or low-cost goods and services.

*Tenant Supports and Lease Compliance Checklist:*

- Explain lease requirements and consequences of violations and evictions
- Provide a simplified breakdown of most important lease components
- Make a do's and do not's list to better understand common lease violations
- Discuss how to build respectful relationships with the landlord and neighbors
- Provide information on submitting a maintenance request and how to follow up
- Practice responses to complaints from other tenants or requests for a repair
- Mediate issues and suggest methods for achieving compliance with the lease
- Provide expedited access to legal assistance for tenancy issues that may arise

*Budgeting and Increasing Income Checklist:*

- Coordinate closely with employment service providers
- Help the client write a resume
- Help the client identify potential references
- Set up practice interviews for the client
- Connect the client with a life skills program, depending on job readiness
- Connect the client to a credit counselor to try to reduce monthly debt payments

*Overcoming Barriers to Mainstream Benefits Checklist:*

- Assist the client with completing forms, gathering documents, and preparing for appointments
- Provide translation for appointments
- Help obtain necessary identification or documents
- Provide a place to store documents
- Act as contact or representative payee if possible and appropriate
- Follow up to ensure the client maintains benefits

*6.1.2.4*

#### 6.1.2.5 Step 4: Monitoring Progress and Follow-up

The housing stability planning process should be ongoing and should adapt with progress and with changed circumstances as necessary.

##### *Monitoring Progress Checklist:*

- Periodically review income, housing costs, and other expenses with the client
- Review current circumstances and any changes with the client
- Catch problems early on with home visits
- Maintain frequent contact with the landlord after move-in
- Offer peer support groups
- Provide case manager "drop-in" hours, not just appointments

#### 6.1.3 Tenant Rights and Legal Protections

The ultimate goal of TH, RRH, and PSH housing programs is to assist persons experiencing homelessness in Tulsa County to attain and maintain long-term stability in permanent housing. In order to assist clients to maintain housing, TH, RRH, and PSH program staff will:

1. Ensure that tenants have a lease that does not curtail their rights, as outlined in Oklahoma's [Okla. Stat. Ann. Tit. 41, § 101 to 136](#) – Residential Landlord and Tenant Act;
2. Educate clients about their lease or occupancy agreement terms, provide legal assistance, and support clients to exercise their full legal rights and responsibilities;
3. Advocate on behalf of clients to landlords, such that landlords and providers in Housing First models abide by their legally defined roles and obligations;
4. Ensure Fair Housing and Equal Opportunity practices, including prohibiting discrimination on the basis of race, color, religion, sex, national origin, disability, and familial status;
5. Support clients with disabilities and those needing reasonable accommodations under Fair Housing and ensure that clients with disabilities are offered clear opportunities to request reasonable accommodations during applications, screening processes, and tenancy and make sure that building and apartment units include special physical features that accommodate disabilities.

#### 6.1.4 Harm Reduction

TH, RRH, and PSH programs operate using a harm reduction model. Harm reduction refers to policies, programs and practices that aim to reduce the harms associated with substance abuse in people unable or unwilling to stop. The defining features are the focus on the prevention of harm, rather than on the prevention of substance use itself, and the focus on people who continue to use substances. Harm

reduction incorporates a spectrum of strategies from safer use, to managed use, to abstinence, to meeting clients “where they’re at,” addressing conditions of use along with the use itself. Clients will be at different stages of recovery, and interventions must be tailored to those stages.

Harm reduction complements approaches that seek to prevent or reduce the overall level of substance consumption. It is based on the recognition that many people continue to use substances despite even the strongest efforts to prevent the initiation or continued use of substance. Harm reduction accepts that many people who use substances are unable or unwilling to stop at any given time. Access to good treatment is important for people with substance abuse problems, but many people are unable or unwilling to get treatment. Harm reduction interventions are facilitative rather than coercive and are grounded in the needs of individuals.

The Harm Reduction Coalition, a national advocacy and capacity-building organization that works to promote the health and dignity of individuals and communities who are impacted by drug use, considers the following principles central to harm reduction practice:

- Accept, for better and or worse, that licit and illicit substance use is part of our world and choose to work to minimize its harmful effects rather than simply ignore or condemn it.
- Understands substance use as a complex, multi-faceted phenomenon that encompasses a continuum of behaviors from severe abuse to total abstinence and acknowledge that some ways of using are clearly safer than others.
- Establish quality of individual and community life and well-being – not necessarily cessation of all substance use – as the criteria for successful interventions and policies.
- Call for the non-judgmental, non-coercive provision of services and resources to people who use substances and the communities in which they live in order to assist them in reducing attendant harm.
- Ensure that substance users and those with a history of substance use routinely have a real voice in the creation of programs and policies designed to serve them.
- Affirms substance users themselves as the primary agents of reducing the harms of their substance use and seek to empower users to share information and support each other in strategies which meet their actual conditions of use.
- Recognize that the realities of poverty, class, racism, social isolation, past trauma, sex-based discrimination and other social inequalities affect both people’s vulnerability to and capacity for effectively dealing with substance-related harm.
- Does not attempt to minimize or ignore the real and tragic harm and danger associated with licit and illicit drug use.

### 6.1.5 Stages of Change

TH, RRH, and PSH programs apply the Transtheoretical Model, which describes five stages of change, which are designed to help professionals understand clients, in particular those with addiction problems, and motivate them to change.

#### *6.1.5.1 Stage 1: Precontemplation (Not Ready)*

People at this stage do not intend to start the healthy behavior in the near future (within six months) and may be unaware of the need to change. People here learn more about healthy behavior: they are encouraged to think about the pros of changing their behavior and to feel emotions about the effects of their negative behavior on others. Precontemplators typically underestimate the pros of changing, overestimate the cons, and often are not aware of making such mistakes.

One of the most effective steps that programs can help with at this stage is to encourage them to become more mindful of their decision making and more conscious of the multiple benefits of changing an unhealthy behavior.

#### *6.1.5.2 Stage 2: Contemplation (Getting Ready)*

At this stage, clients are intending to start the healthy behavior within the next six months. While they are usually now more aware of the pros of changing, their cons are about equal to their pros. This ambivalence about changing can cause them to keep putting off taking action. People here learn about the kind of person they could be if they changed their behavior and learn more from people who behave in healthy ways.

Programs can influence and help effectively at this stage by encouraging them to work at reducing the cons of changing their behavior.

#### *6.1.5.3 Stage 3: Preparation (Ready)*

People at this stage are ready to start taking action within the next 30 days. They take small steps that they believe can help them make the healthy behavior a part of their lives. For example, they tell their friends and family that they want to change their behavior.

People in this stage should be encouraged to seek support from friends they trust, tell people about their plan to change the way they act, and think about how they would feel if they behaved in a healthier way. Their number one concern is: when they act, will they fail? They learn that the better prepared they are, the more likely they are to keep progressing.

#### *6.1.5.4 Stage 4: Action*

People at this stage have changed their behavior within the last six months and must work hard to keep moving ahead – to strengthen their commitments to change and to fight urges to slip back.

People in this stage progress by being taught techniques for keeping up their commitments such as substituting activities related to the unhealthy behavior with positive ones, rewarding themselves for taking steps toward changing, and avoiding people and situations that tempt them to behave in unhealthy ways.

#### 6.1.5.5 *Stage 5: Maintenance*

People at this stage changed their behavior more than six months ago. It is important for people in this stage to be aware of situations that may tempt them to slip back into doing the unhealthy behavior — particularly stressful situations.

## 6.2 SAFEGUARDS FOR DOMESTIC VIOLENCE SURVIVORS

### 6.2.1 VAWA-Required Forms and Notices

The Violence Against Women Act (VAWA) mandates that recipients of HUD funding provide each household applying for assistance with a Notice of Occupancy Rights and Certification Form at each of the following times:

1. The household is denied assistance;
2. The household is admitted to the program;
3. The household receives notification of eviction; and/or
4. The household is notified of termination of assistance.

A Way Home for Tulsa encourages all agencies to provide these documents to their clients.

The Notice of Occupancy Rights must include:

1. VAWA protections, including survivor rights of confidentiality and the prohibited bases for denial or termination of assistance or eviction; and
2. Limitations of VAWA protections, including a housing provider's compliance with court orders and right to evict or terminate assistance to tenants for any violation not premised on an act of domestic violence, dating violence, sexual assault, or stalking.

The Certification Form must provide space for the applicant to state:

1. That they are a survivor of domestic violence, dating violence, sexual assault or stalking;
2. That the incident that is the ground for protection meets the applicable definition for such incident under 24 CFR 5.2003; and
3. The name of the individual who committed the violent act, if the name is known and safe to provide.

### 6.2.2 VAWA-Required Contract Terms

For recipients of HUD funding, VAWA mandates that the following terms be incorporated into each rental contract that will be entered into as well as each existing rental contract which will be renewed following the expiration of a current term (including those which automatically renew). A Way Home for Tulsa encourages all agencies to incorporate these terms into rental contracts.

### ***6.2.2.1 Required Terms for Agreements Between Agencies and Landlords***

Any agreement between HUD recipients and property owners / landlords must include provisions stating that:

1. The owner/landlord will comply with 24 CFR part 5, subpart L; and
2. Any lease between the owner/landlord and the client or agreement between recipient and client will incorporate the provisions required by 24 CFR 5.2005(b) and (c), specifically:
  - a. The client cannot be denied or terminated assistance or evicted from housing due to their status as a survivor of domestic violence or due to criminal activity directly related to domestic violence, dating violence, sexual assault, or stalking acts threatened or committed against them in the home; and
  - b. An incident of threatened or actual domestic violence, dating violence, sexual assault, or stalking against the client cannot be grounds for claiming the client has engaged in a “repeated and serious violation of a lease” or as good cause for terminating their assistance, tenancy, or occupancy rights.

Any lease between a landlord and client or agreement between recipient and client may specify that the protections under 24 CFR part 5, subpart L only apply during the period of assistance under the HUD-funded program.

*Tenant-Based Rental Assistance (TBRA)* programs must include terms to ensure that:

1. The owner/landlord will provide the Notice of Occupancy Rights and Certification Form to the client with any notification of eviction; and
2. The recipient is bound by 24 CFR 5.2007(c) to keep in strict confidence any information provided by the client, including the fact that domestic violence occurred, when requesting an emergency transfer.

*Non-TBRA* programs must include a provision stating that any agreement between the program and client will permit the client to terminate the agreement without penalty if the recipient determines that the client qualifies for an emergency transfer.

### ***6.2.2.2 Required Terms for Leases Between Landlords and Program Clients***

Any lease between a property owner / landlord and a client must include provisions stating that:

1. The landlord will comply with 24 CFR part 5, subpart L; and
2. Per 24 CFR 5.2005(b) and (c):
  - a. The client cannot be evicted from housing due to their status as a survivor of domestic violence or due to criminal activity directly related to domestic violence, dating violence, sexual assault, or stalking acts threatened or committed against them in the home; and

- b. An incident of threatened or actual domestic violence, dating violence, sexual assault, or stalking against the client cannot be grounds for claiming the client has engaged in a “repeated and serious violation of a lease” or as good cause for terminating their tenancy.

The lease may specify that protections under 24 CFR part 5, subpart L only apply during the period of assistance under the HUD-funded program.

#### *6.2.2.3 Required Terms for Agreements Between Recipients and Program Clients*

Any agreement between a HUD-funded recipient and client must include provisions stating that:

1. The recipient will comply with 24 CFR part 5, subpart L; and
2. Per 24 CFR 5.2005(b) and (c):
  - a. The client cannot be denied or terminated assistance or evicted from housing due to their status as a survivor of domestic violence or due to criminal activity directly related to domestic violence, dating violence, sexual assault, or stalking acts threatened or committed against them in the home; and
  - b. An incident of threatened or actual domestic violence, dating violence, sexual assault, or stalking against a client cannot be grounds for claiming the client has engaged in a “repeated and serious violation of a lease” or as good cause for terminating their assistance, tenancy, or occupancy rights.

The lease may specify that protections under 24 CFR part 5, subpart L only apply during the period of assistance under the HUD-funded program.

*Non-TBRA* programs must also include a provision stating that the client may terminate the agreement without penalty if the recipient determines that the client qualifies for an emergency transfer.

#### **6.2.3 Bifurcating Leases**

Housing providers may bifurcate TBRA leases to evict, remove, or terminate assistance to a household member who engages in DV-related criminal activity without evicting, removing, terminating assistance to, or otherwise penalizing a victim of such criminal activity who is also a tenant or lawful occupant.

*TBRA* and any utility assistance shall continue for the family member(s) who are not evicted or removed.

*Non-TBRA* clients who have not already established independent program eligibility at the time of bifurcation have 90 days to establish their eligibility or locate other housing.

In PSH, if the family’s eligibility was based upon the evicted or removed family member’s disability or chronic homeless status, the remaining family members may stay in the project through the end of the lease.

## **6.3 TRANSITIONAL HOUSING**

TH is designed primarily for households who thrive in a structured environment and who need fixed, medium-term assistance while they learn job skills or complete a vocational/educational program. In TH, clients are typically limited to 24 months (although some programs can be longer), and clients are reassessed at set intervals. Households typically contribute 30% of their adjusted income towards rental costs. This model is often appropriate for master leasing arrangements.

### **6.3.1 Target Populations for Assistance**

A Way Home for Tulsa TH programs serve a range of populations, including single adults, youth and families with children. Regardless of target population, program design and services should further the goal of transitioning clients to permanent housing. In alignment with national priorities and evidence-based practices, TH programs prioritize and target the following populations:

1. Transitional age (18-24) youth, including single youth, pregnant youth, and/or youth-led households with children;
2. Persons with experience of domestic violence or other forms of severe trauma; and
3. Individuals and heads of household struggling with substance abuse, or early in recovery from substance abuse.

### **6.3.2 Structure of Assistance**

TH programs facilitate the movement of homeless individuals and families to permanent housing within 24 months of entering TH. Upon exit from TH, clients are able to maintain housing stability in permanent housing.

### **6.3.3 Housing Requirements**

All units housing clients must meet HUD Housing Quality Standards. Every TH client must enter into a lease or occupancy agreement, so that clients retain full tenants' rights during their residency in the program. Rents collected from clients of TH may be reserved in whole or in part to assist the clients to move to permanent housing.

#### 6.3.4 Service Requirements

TH programs are characterized by:

1. Client-centered services, by directly providing a range of services or by serving as part of a network that provides a range of services tailored to each client's level and type of need;
2. Immediacy, by providing for timely intervention and avoidance of delays in implementing a workable plan for transition to a permanent housing situation; and
3. Continuity and linkage to after-care (to the extent possible when funding is available), by providing services in cooperation with other resources and ensuring appropriate follow-up after the household has left the program.

TH programs must develop service plans with clients and provide referrals with warm hand-offs for identified services that address each client's ongoing needs. Service planning should be initiated at intake and focus on identifying and transitioning clients to the most appropriate permanent housing situation. Ongoing assessment of progress on the client's service plan should be conducted throughout the household's term of residence in the program.

TH programs, either directly or by referral, must make services available to all clients that are tailored to support each client in transitioning to permanent housing. The level and type of services offered should meet each client's identified needs, including but not limited to any of the following:

- Crisis intervention
- Legal assistance
- Service coordination
- Emergency and ongoing identification of medical and health needs and referral for care
- Public benefits eligibility assessment and application assistance
- Educational and employment assistance
- Exit planning, housing search, and relocation assistance
- Education related to activities of daily living (life skills)
- Preventive health education, including information about prevention of HIV/AIDS, Tuberculosis and Sexually Transmitted Diseases
- Substance abuse and mental health counseling
- Support groups
- Structured social/recreational activities
- Parenting education

- Job referral and placement
- Childcare
- Transportation
- Domestic violence counseling
- Other appropriate services as necessary for the service population

## 6.4 RAPID REHOUSING

RRH programs are designed to serve clients for a shorter period of time, after which housing assistance transitions off and they remain in their housing unit. The maximum term of assistance is typically 24 months, but many clients receive assistance for a much shorter period of time. Services are provided on an as-needed basis and are focused on income generation activities that help support housing stability. In RRH programs, clients typically contribute a percentage of the rent and the level of contribution often increases over time. Recertification of eligibility and rent calculation occur at frequent intervals – typically every three months.

This type of housing is well suited for households experiencing episodic homelessness who have participated recently in the workforce or have the skills/experience to eventually sustain rental costs on their own. This type of housing can also be used to “bridge” someone needing longer term assistance who is likely to receive a long-term housing “slot” within six to nine months but is currently unhoused.

### 6.4.1 Target Populations for Assistance

A Way Home for Tulsa RRH programs target the following populations:

1. Veterans;
2. Youth and families with children;
3. Individuals and families fleeing domestic violence;
4. Non-Chronically-Homeless individuals; and
5. Chronically Homeless not requiring permanent supportive housing.

### 6.4.2 Structure of Assistance

The structure of RRH assistance is guided by a philosophy that encourages programs to provide the least amount of assistance to individuals and families to ensure their housing stability. Program staff together with the client, determine how long or often to provide a subsidy (unless determined by specific grant requirements, regulations, etc.) while at the same time ensuring that program resources are used as efficiently as possible.

After receipt of assistance, household is able to remain stably housed. At the conclusion of assistance, providers are encouraged to follow up with the household for up to six months to monitor and evaluate whether they have remained stably housed and provide supportive services as necessary.

Rental subsidies are provided for a maximum of 24 months and decline in steps based upon a fixed timeline, determined by the program. Providers may revise the fixed timeline as needed to accommodate the client's circumstances. Initial assistance can be as much as 100% of rent. Client will pay a percentage of their rent based on the program's assessment of the client's financial and family situation, with rental assistance decreasing monthly over time (schedule to be determined by program).

RRH clients must enter into a lease for an initial term of at least one year. The lease must continue automatically upon expiration on a month-to-month basis and be terminable only for cause.

An assessment tool is used to determine the need for ongoing assistance every 90 days. Additionally, RRH programs must re-evaluate, not less than once annually, that a client lacks sufficient resources and support networks necessary to retain housing without assistance and that the client is receiving the types and amounts of assistance that they need to retain housing.

#### 6.4.3 Housing Requirements

RRH programs will endeavor to offer as much client choice as possible regarding type and location of housing and will provide a living environment that is safe and accessible, offer supportive services, and encourage maximum independence. All units housing clients must meet HUD Housing Quality Standards.

RRH programs should not issue rental checks to anyone other than a property owner or property management company. Programs should verify property ownership by calling the Tulsa County Assessor. Provide the Assessor with the address of the unit the client is interested in renting and verify the name of the property owner. RRH programs should also call the landlord to verify the rental agreement.

A check or payment should not be made to the household or another party unless a utility reimbursement is to be paid, in which case the following must be followed:

- Direct payment to the program client; or
- Payment to the utility company on behalf of the client so long as:
  - a. Written permission is obtained from the program client; and
  - b. Written notification to the client of the amount paid to the utility company.

RRH programs should mail payment to the property owner and/or property management company. Should the landlord, property owner and/or property management company need the check immediately they may pick it up from the agency. A client should not pick up or deliver the payment to the property owner and/or property management company.

RRH programs should consider requiring two signatures for amounts over an identified threshold. All other standard financial procedures should apply including review of canceled checks and review of stale checks that have not been cashed.

#### 6.4.4 Service Requirements

RRH programs provide intensive case management services throughout each client's stay in RRH to assist households to successfully retain housing and move off the subsidy and into self-sufficiency. Services may be provided at the program offices, and staff will conduct home visits when appropriate. Services may include, but are not limited to:

##### *Housing Support*

- Intake and assessment
- Rental assistance
- Legal assistance
- Assistance with housing applications
- Information and training regarding tenants' rights and responsibilities
- Education and assistance around landlord-tenants' rights and responsibilities
- Mediation and negotiation with landlords
- A minimum of one monthly face-to-face case management meeting
- A minimum of one quarterly home visit

##### *Socialization and Daily Functions*

- Daily living skills training
- Budgeting and money management skills and training
- Skills and training in maintaining a household
- Eligibility screening for, and assistance applying for and retaining mainstream resources
- Vocational and employment assistance or training and referral
- Supportive employment and referral for employment
- Interpersonal communication skills
- Transportation, including accompaniment to appointments, home visits
- Childcare
- Parenting information and education
- Conflict resolution and crisis intervention
- Helping clients connect to meaningful daily activities

- Social, cultural, or recreational activities
- Opportunities for peer-to-peer education and support
- Support groups and other services to maintain, preserve, and promote independence, including optimal physical, social, and psychological development and functioning

#### *Wellness*

- Service coordination
- Mental health counseling and education
- Substance abuse education and counseling
- Effective use of health care (medical/dental/mental health/psychiatric)
- Preventive health services

## **6.5 PERMANENT SUPPORTIVE HOUSING**

PSH is designed for people who need long term support, who typically face significant, long-term barriers to housing. Such barriers may include long-term homelessness, physical disabilities, mental health disabilities, multiple periods of homelessness, history of serious substance abuse, and/or histories of trauma. As such, there is no time limit on how long a client can receive assistance PSH. Compliance with services is not required, but it is expected that clients will be engaged through intensive and creative service programming. In PSH programs, clients contribute a percentage of their income towards rent. The calculation of rent follows HUD guidelines, but is typically equal to 30% of adjusted income. Recertification of eligibility and income typically occurs annually (unless the program requires more frequent recertification, or a client reports a change in income).

### **6.5.1 Target Populations for Assistance**

A Way Home for Tulsa PSH programs target the following populations:

1. Chronically homeless individuals and families;
2. Homeless individuals with disabilities;
3. Homeless families with disabled heads of household;
4. Homeless youth with disabilities; and
5. Elderly homeless adults.

### **6.5.2 Structure of Assistance**

PSH is community-based permanent housing with intensive case management. After entering the PSH program, the household remains stably housed, either remaining in PSH or exiting to another

permanent housing location. Some clients in PSH may choose to move into other subsidized housing with a lower level of supportive services.

There can be no predetermined length of stay in a PSH program. Each client must enter into a lease for an initial term of at least one year. The lease must continue automatically upon expiration on a month-to-month basis and be terminable only for cause.

### 6.5.3 Housing Requirements

PSH programs endeavor to offer as much client choice as possible regarding type and location of housing. All units housing clients must meet HUD Housing Quality Standards. PSH programs provide a living environment that is safe and accessible, offer supportive services, and encourage maximum independence. Where possible, PSH services are provided in community settings that are readily accessible by public transportation and convenient to shopping and other community services.

### 6.5.4 Service Requirements

PSH programs provide intensive case management services throughout each client's stay in PSH to assist households to maintain housing stability. Services may be provided at the program offices, and staff will conduct home visits when appropriate.

Case managers offer case management contact with clients at least four times per month. PSH programs, through collaborative arrangement or by referral, must offer services to all clients that are tailored to each client's needs. The level and type of services offered should fully meet each client's identified needs, including but not limited to any of the following:

#### *Housing Support*

- Intake and assessment
- Rental assistance
- Legal assistance
- Assistance with housing applications
- Information and training regarding tenants' rights and responsibilities
- Education and assistance around landlord-tenants' rights and responsibilities
- Mediation and negotiation with landlords

#### *Socialization and Daily Function*

- Daily living skills training
- Budgeting and money management skills and training
- Skills and training in maintaining a household

- Eligibility screening for, and assistance applying for and retaining mainstream resources (SSI, TANF, Medicaid, Veterans benefits, etc.)
- Vocational and employment assistance or training and referral
- Supportive employment and referral for employment
- Interpersonal communication skills
- Transportation, including accompaniment to appointments, home visits
- Childcare
- Parenting information and education
- Conflict resolution and crisis intervention
- Helping clients connect to meaningful daily activities
- Social, cultural, or recreational activities
- Opportunities for peer-to-peer education and support
- Support groups and other services to maintain, preserve, and promote independence, including optimal physical, social, and psychological development and functioning

#### *Wellness*

- Service coordination
- Mental health counseling and education
- Substance abuse education and counseling
- Effective use of health care (medical/dental/mental health/psychiatric)
- Preventive health services

#### **6.5.5 Moving On**

Over time, as mental health, physical health, or other challenges lessen, the supportive service needs of PSH clients may be better met through mainstream services rather than the intensive supportive services provided in PSH. However, in many cases the need for financial housing assistance remains. Programs should use creative strategies and incentives to encourage individuals and families to consider moving on if they feel ready. However, no one should feel pressured or coerced to leave their unit.

The primary goal is to provide clients with disabilities the opportunity and support they need to be able to live, work and receive services in the most integrated setting possible in a community of their choice. Policies should further tenants' rights to choose where and with whom to live, as well as whether to

engage in services. Tenants should be offered a variety of housing options, to the extent possible, and should not be required to accept an accommodation if the individual chooses not to do so.

Program staff should schedule regular and frequent meetings with tenants specifically focused on transition planning, setting expectations and addressing fears. Work with the tenants to gradually decrease services and supports or create “trial scenarios” so that tenants can practice readiness while still in housing (i.e., using community services, handling conflicts with neighbors/landlords independently, creating a budget and managing finances, managing medications, etc.).

Program staff should work with tenants to create a formal and comprehensive transition plan that identifies tenant strengths, living skills and the supports necessary to help them meet transition goals. It is important that this planning process include the perspective of both the client and case manager. This document should guide the pre-transition planning process and hold both tenants and case managers accountable for their respective roles in the process.

Moving on should be approached with holistic, comprehensive pre-transition services in place – including living skills training, employment, and community integration supports – as well as individualized aftercare supports to ensure a successful transition over the long-term. Staff should make sure clients understand that services will not stop the minute they leave supportive housing and clearly communicate the kind of supports available to them, at what frequency and for how long. In cases where clients are moving from supportive housing to a less intensive service environment, clients should be well-informed about what those services will look like and how to access them.

# A Way Home for Tulsa Outcome Standards

## Formulas and Benchmarks for System-Wide Measures

The outcome standards below apply to all A Way Home for Tulsa (AWH4T) homelessness prevention, street outreach (SO) and emergency shelter (ES) programs. They also apply to all CoC-funded transitional housing (TH), joint component transitional housing rapid rehousing (TH-RRH), rapid rehousing (RRH), and permanent supportive housing (PSH) as well as to non-CoC-funded AWH4T programs that fall within HUD's definition of TH, TH-RRH, RRH, and PSH.

### Goal 1: Stop Homelessness Before It Begins

- A. The extent to which diversion and prevention program participants who retain permanent housing [based on HUD SPM Metric 6a]
  - *Proposed Methodology:*
    1. Add the number of persons in the client universe – participants of diversion and prevention programs during the previous reporting period;
    2. Of this universe, add those who were subsequently recorded in SO, ES, and TH within 24 months following their program exit;
    3. Divide the total from step 2 by the total from step 1 to calculate the percentage who fell into homelessness within 24 months; and
    4. Subtract the total step 3 from 1 to calculate the percentage of participants who maintained permanent housing within 24 months.
  - *Proposed Benchmark:* 85%
- B. The extent to which persons who exit homelessness to permanent housing destinations return to homelessness within 24 months (TH, TH-RRH, RRH, and PSH) [HUD SPM Metric 2a.2]
  - *Proposed Methodology:*
    1. Add the number of persons in the client universe – leavers to permanent housing destinations during the previous reporting period;
    2. Of this universe, add those who were subsequently recorded in SO, ES, TH, TH-RRH, RRH, and PSH within 24 months following their exit to permanent housing; and
    3. Divide the total from step 2 by the total from step 1 to calculate the % who returned to homelessness within 24 months.
  - *No Proposed Benchmark* (just report and review data)

### Goal 2: Transform the Homeless System of Care to Be More Effective, Equitable, and Person-Centered

- C. The extent to which programs are running at capacity based on occupied units (TH and PSH)
  - *Proposed Methodology:*
    1. Add housing inventory universe (total units proposed across all relevant programs);
    2. Of the universe, add up those units that were occupied nightly;
    3. Divide the total from step 2 by the total from step 1 to calculate percentage nightly occupancy;
    4. Average these percentages across the reporting period.
  - *Proposed Benchmark:* 90%

- D. The extent to which programs are running at capacity based on served persons (TH-RRH and RRH)
- *Proposed Methodology:*
    1. Add client universe (total proposed households served at a point in time);
    2. Of the universe, add up those households who were actually served;
    3. Divide the total from step 2 by the total from step 1 to calculate percentage of proposed households who were actually served;
    4. Average these percentages across the reporting period.
  - *Proposed Benchmark:* 90%
- E. The extent to which programs are spending down their CoC/ESG grants (homelessness prevention, ES, TH, TH-RRH, RRH, and PSH)
- *Proposed Methodology:*
    1. Add funding universe (grant funds received by programs in their most recent completed operating year);
    2. Of the universe, add up the grant funds that were expended; and
    3. Divide the total from step 2 by the total from step 1 to calculate percentage expenditure.
  - *Proposed Benchmark:* 90%
- F. The extent to which core outcomes (gain or increase in cash income, housing retention, exits to permanent housing, returns to homelessness) are impacted by characteristics of persons served (TH, TH-RRH, RRH, PSH) as compared to:
- Persons counted in the most recent Point-in-Time Count by race, ethnicity, age (under 18, 18-24, 25-44, 45-61, 62+), gender, and disability status.
  - Deduplicated persons in HMIS during the reporting period by race, ethnicity, age (under 18, 18-24, 25-44, 45-61, 62+), gender, and disability status.
  - Deduplicated persons assessed during the reporting period by each race, ethnicity, age (under 18, 18-24, 25-44, 45-61, 62+), gender, and disability status.
  - *Proposed Methodology:*
    - Calculate the percentage of persons enrolled during the reporting period for each race, ethnicity, age (under 18, 18-24, 25-44, 45-61, 62+), gender, and disability status.
    - Calculate the percentage of persons who gained or increased cash income from any source during the reporting period for each race, ethnicity, age (under 18, 18-24, 25-44, 45-61, 62+), gender, and disability status.
    - Calculate housing retention during the reporting period for each race, ethnicity, age (under 18, 18-24, 25-44, 45-61, 62+), gender, and disability status.
    - Calculate the percentage of persons who exited to permanent housing (excluding deceased) during the reporting period for each race, ethnicity, age (under 18, 18-24, 25-44, 45-61, 62+), gender, and disability status.
    - Calculate the percentage of persons who exit homelessness to permanent housing destinations that return to homelessness within 24 months (B, above) for each race, ethnicity, age (under 18, 18-24, 25-44, 45-61, 62+), gender, and disability status.
  - *No Proposed Benchmark* (just report and review data)

- G. The extent to which housed adults have access to sufficient resources to meet their needs:
- Housed adults' monthly income is greater than or equal to \$783 (PSH) *[set to 2020 SSI federal payment amount]*;
  - Housed households' monthly income is greater than or equal to the Tulsa living wage (TH, TH-RRH, and RRH); and
  - Housed adults' monthly income is greater than or equal to the Tulsa living wage (TH, TH-RRH, and RRH).
  - *Proposed Methodology:*
    - Calculate the percentage of housed adults who meet the standard based on income recorded at entry or in status updates (PSH).
      - *No Proposed Benchmark* (just report and review data)
    - Calculate the percentage of housed households who meet the standard based on total household income recorded at exit (TH, TH-RRH, and RRH).
      - *No Proposed Benchmark* (just report and review data)
    - Calculate the percentage of housed adults who meet the standard based on income recorded at exit (TH, TH-RRH, and RRH).
      - *No Proposed Benchmark* (just report and review data)
- H. The extent to which housed adults gain or increase cash income over time (TH, TH-RRH, RRH, and PSH):
- Adult participants increased employment income from entry to exit *[HUD SPM Metric 4.4]*; and
  - Adult participants increased total cash income from entry to exit *[HUD SPM Metric 4.6]*.
  - *Proposed Methodology:*
    1. Add the number of adult participants from TH, TH-RRH, RRH, and PSH who have *[employment/total cash]* income information on latest update or program exit;
    2. Of this universe, add the number who gained or increased *[employment/total cash]* income from program entry to latest update or program exit; and
    3. Divide the total from step 2 by the total from step 1 to calculate the percent increase.
  - *Proposed Benchmarks:*
    - Employment income
      - TH, TH-RRH, and RRH: 20%
      - PSH: 10%
    - Total cash income: 75%

### Goal 3: Increase Access to Housing

- I. The extent to which participants exit to permanent housing (TH, TH-RRH, and RRH) *[HUD SPM Metric 7b.1]*
- *Proposed Methodology:*
    1. Add client universe (program leavers during the reporting period);
    2. Of the universe, add up those who exited to permanent housing destinations;
    3. Divide the total from step 2 by the total from step 1 to calculate the percentage of participants who exited to permanent housing.
  - *Proposed Benchmark:* 85%

- J. The extent to which participants retain or exit to permanent housing (PSH) [*HUD SPM Metric 7b.2*]
  - *Proposed Methodology:*
    1. Add client universe (people in PSH during the reporting period);
    2. Of the universe, add up those who remained in PSH projects and those who exited to permanent housing destinations.
    3. Divide the total from step 2 by the total from step 1 to calculate the percentage of participants who retained or exited to permanent housing.
  - *Proposed Benchmark:* 95%
  
- K. Move On program participation (PSH)
  - *Proposed Methodology:*
    1. Add client universe (people in PSH during the reporting period subtracting those who died);
    2. Of the universe, add up those who exited to permanent housing destinations.
    3. Divide the total from step 2 by the total from step 1 to calculate the percentage of participants who exited to permanent housing.
  - *Proposed Benchmark:* 5%

#### Goal 4: Partner Across Tulsa to Build Solutions and Access Resources

- L. The extent to which programs meet data quality expectations (*i.e.*, timeliness and completeness) (ES, TH, TH-RRH, RRH, and PSH):
  - *Proposed Methodology:*
    - Calculate % of participants with project start records entered within three business days from intake.
      - *Proposed Benchmark:* 75%
    - Calculate the percentage of exits to known destinations (not *don't know/refused*, *data not collected*, or *missing*).
      - *Proposed Benchmarks:*
        - ES and SH just report and review data
        - TH, TH-RRH, RRH, and PSH: 90%
    - Calculate the percentage of missing values for all HUD universal data.
      - *Proposed Benchmarks:*
        - ES and SH just report and review data
        - TH, TH-RRH, RRH, and PSH: 0%
    - Calculate the percentage of *don't know/refused* answers for all HUD universal data elements excluding SSN, *Race*, and *Exit Destination* based on average nightly occupancy.
      - *Proposed Benchmarks:*
        - ES and SH just report and review data
        - TH, TH-RRH, RRH, and PSH: 10%

# **Appendix E**

## **Citizen Participation Plan**

## **Citizen Participation Plan For the City of Tulsa, Oklahoma**

This plan provides an outline of the citizen participation process and includes input from citizens and interested parties received through the public comment and hearing process. This plan supersedes any other existing Citizen Participation Plans for the City of Tulsa and will be implemented upon adoption to comply with the Consolidated Plan citizen participation requirements. This plan will be reviewed each fiscal year for regulatory and statutory compliance.

The City Council is the governing body of the City of Tulsa in matters related to the Consolidated Plan and associated housing and community development programs for the City of Tulsa, including Guaranteed Loan Funds. This body is composed of nine elected members representing nine council districts and makes final determinations regarding funding allocations.

The Mayor is the Chief Executive and Administrative Officer of the City of Tulsa and in matters related to the City's Consolidated Plan is authorized by the City Council to execute and submit all documents necessary for the City's Consolidated Plan and or any application for Guaranteed Loan Funds.

### **Objectives:**

The goal of the City's Citizen Participation Plan is to encourage active citizen's involvement in the Consolidated Plan and Action Plan development and implementation. Inclusive of a wide range of providers, citizens, advocacy groups, public and private agencies and community leaders. The Finance Department, Division of Grants Administration administers several federal grant and loan programs from the U. S. Department of Housing and Urban Development (HUD) which funds housing, emergency shelter, economic development, infrastructure improvement, neighborhood revitalization and social service activities, among others. Each grant or loan program is required to invite public comment prior to the expenditure of funds to determine needs, establish funding priorities, and at the end of the program year, assess program performance. Some of the programs administered include the HOME Investment Partnerships (HOME), Section 108 Guaranteed Loan Funds (Guaranteed Loan Funds), Emergency Shelter Grant (ESG), Community Development Block Grant Program (CDBG), and Housing Opportunities for People with Aids (HOPWA).

The intent of the Citizen Participation Plan is to provide clear guidelines citizens may follow in order to play a role in the community development planning process. In so doing, the City addresses the spirit of citizen participation requirements as defined in the Consolidated Plan and related regulations. In addition, this Citizen Participation Plan will provide a means of fulfilling the City of Tulsa's commitment to further citizen involvement, with neighborhoods as the focal point of their involvement.

## **I. Encouragement of Citizen Participation**

The City provides for and encourages citizen participation in the development and substantial amendments of the Consolidated Plan, Annual Plan, Guaranteed Loan Funds Application, and the Consolidated Annual Performance Report (CAPER). Low and moderate-income persons who reside in areas where the Consolidated Plan program or Guaranteed Loan Funds are proposed to be used are encouraged to participate. This also includes residents of public and assisted housing, non-English speaking persons, and persons with disabilities.

Council members and staff from the Grants Administration and the Department of Human Rights will sponsor workshops, HUD Community Development Committee meetings, and public hearings.

This will be accomplished by the following procedures.

1. Providing frequent and timely (at least 14 days) public notice of Consolidated Plan, Annual Plan, Guaranteed Loan Funds Application, substantial amendments to the Consolidated Plan, Annual Plan or Guaranteed Loan Funds Application and CAPER activities through:
  - Posting at City Hall
  - Posting on the City of Tulsa Website
  - Posting on City of Tulsa Social Media platforms
  - Emailing notices to past program applicants, Tulsa Housing Authority, service providers, and Planning District Chairs for dissemination.
2. Conducting public hearings to solicit input and comments from citizens on the following proposed documents:
  - Consolidated Plan
  - Annual Plans
  - Guaranteed Loan Funds Application
  - Substantial amendments to the Consolidated Plan, Annual Plan, or Guaranteed Loan Funds Application
  - CAPER

Public hearings will be posted and advertised with adequate advance notice to citizens and contain enough information so the public will understand the event being announced. Hearings will be held at City Hall at OTC located at 175 East 2<sup>nd</sup> Street

Public hearings will be conducted after normal business hours to solicit input from citizens on proposed Consolidated Plan, Annual Plan, Guaranteed Loan Funds Application, substantial amendments to the Consolidated Plan, Annual Plan, or Guaranteed Loan Funds Application, and CAPER.

HUD Community Development Committee hearings, which generally occur during normal business hours, will be held at City Hall at OTC located at 175 East 2<sup>nd</sup> Street.

3. The City will publish the proposed Consolidated Plan, Annual Plan, Guaranteed Loan Funds Application, substantial amendments to the Consolidated Plan, Annual Plan or Guaranteed Loan Funds Application, and CAPER in draft form for comments. A reasonable number of free copies will be provided to citizens and groups upon request. Copies of draft documents will be available for review as follows:

- City Clerk office
- INCOG
- City/County Library Branches - Central Library and all regional libraries (addresses will be published in the public notice)
- City of Tulsa website

4. Time frames for the public to provide comments in writing will be as follows:

Proposed Documents	Comment Period
a. Consolidated Plan/Annual Plan and any substantial amendments to the plan	30 days
b. Guaranteed Loan Fund Applications and any substantial amendments to the application	10 Working Days
c. CAPER	15 days

All comments or views of citizens received in writing, or orally at the public hearings, will be considered when preparing the final Consolidated Plan, Annual Plan, Guaranteed Loan Funds Application, substantial amendments to the Consolidated Plan, Annual Plan or Guaranteed Loan Funds Applications, and CAPER. A summary of these comments and a summary of any comments or views not accepted and the reasons therefore, shall be included in the final document.

**II. Information To Be Provided in the Draft Consolidated Plan, Annual Plan and Guaranteed Loan Fund applications**

Prior to the adoption of the Consolidated Plan, the City will make available to citizens, public agencies, and other interested parties appropriate information that includes at a minimum:

1. The amount and type of assistance the City expects to receive (i.e., Community Development Block Grant, HOME, Emergency Shelter, HOPWA Grant, Guaranteed Loan Funds, etc.), including any program income anticipated to be generated from program activities;
2. The range of activities that may be undertaken with Community Development Block Grant, HOME, Emergency Shelter Grant, HOPWA, and Guaranteed Loan Funds Application, including the estimated amount that will benefit persons of low- and moderate-income and the use of Community Development Block Grant funds in conjunction with Guaranteed

- Loan Funds;
3. Plans to minimize displacement of persons and to assist any persons displaced, specifying the types and levels of assistance the City will make available. Such information will be made available upon request and will be included in the Consolidated Plan or any Guaranteed Loan Funds Application as a Certification; and
  4. Plans to apply for, or continue utilizing, Guaranteed Loan Funds Application and a description of Community Development Block Grant funds used in conjunction with said Guaranteed Loan Funds.

### **III. Criteria For Substantial Amendments To Consolidated Plan, Annual Plan or Guaranteed Loan Funds Application**

The following changes and conditions will be considered substantial and will require an amendment:

#### **Consolidated Plan**

- 1) Purpose or beneficiaries of proposed projects changes
- 2) Budget of any fiscal year Consolidated Plan changes by more than 25%

The public will be provided with reasonable notice of any such amendments as established in section I above.

#### **Guaranteed Loan Funds**

- 1) Purpose, beneficiaries, or proposed location of project changes
- 2) Budget of any Guaranteed Loan Funds project changes by more than 20%
- 3) Size of any real estate project increases or decreases by 20%

The public will be provided with reasonable notice of any such amendments as established in section I above.

### **IV. Performance Reports**

Citizens will be provided with reasonable notice and opportunity to comment on the Consolidated Annual Performance Report (CAPER) as established in section I above.

The City will consider any comments or views of citizens received in writing, or orally at public hearings, in preparing the CAPER. A summary of these comments or views shall be included in the final document.

### **V. Public Hearings**

The City will conduct the following public hearings:

- Three (3) public hearings per year, at different stages of the program year, to obtain

citizens' views on the Consolidated Plan or Annual Plan

- The first public hearing will be held prior to the development of the Consolidated Plan/Annual Plan in order to obtain views of citizens, public agencies, and other interested parties. The purpose will be to discuss housing and community development needs, including priority non-housing community development needs, identify resources, formulate proposals, and respond to questions and comments.
- A second public hearing will be held before the HUD Community Development Committee after a draft document has been completed for the purpose of public comment prior to submitting a final Consolidated Plan/Annual Plan to HUD. At this hearing citizens will have an opportunity to review the proposed use of program funds.
- A third public hearing will be held for the CAPER for the purpose of assessing program performance.
- At least two (2) public hearings will be held at different stages of the City's Guaranteed Loan Funds Application process.
  - The first public hearing will be held prior to the development of the application in order to obtain views of citizens, public agencies, and other interested parties.
  - A second public hearing will be held before the HUD Community Development Committee after a draft document has been completed for the purpose of public comment prior to submitting a final Guaranteed Loan Funds Application to HUD. During the hearing, citizens will be informed how the City plans to use the program funds in the future. Citizens will have the opportunity to comment on the planned uses of the program funds.
- At least one (1) public hearing will be held before the HUD Community Development Committee for any Substantial amendments to the Consolidated Plan, Annual Plan or Guaranteed Loan Funds Application

## **VI. Meetings**

Citizens will be provided with reasonable and timely access to local meetings. "Reasonable and timely" shall be defined as (14) fourteen days' notice, where possible, through posting at City Hall, on the City of Tulsa website, email to established mailing lists, and posting on City social media platforms. If a citizen is interested in staying abreast of a particular project, it is in his/her best interest to contact the Division of Grants Administration.

Some meetings of “working groups,” as they relate to specific projects, may convene on short notice at the discretion of the group leader. In those instances, the public is advised to contact the Division of Grants Administration or Human Rights Department if there is a question regarding meeting dates, times, and places.

## **VII. Availability to the Public**

The requirement for publishing will be considered met by publication of a summary of the documents and making copies available of the proposed Consolidated Plan, Annual Plan, Guaranteed Loan Funds Application, substantial amendments to the Consolidated Plan, Annual Plan or Guaranteed Loan Funds Applications, and CAPER in draft form.

The summary will describe the contents and purpose of the Consolidated Plan, Annual Plan, Guaranteed Loan Funds Application, substantial amendments to the Consolidated Plan, Annual Plan or Guaranteed Loan Funds Applications, and CAPER. It will also include a list of the locations where copies of the entire document may be examined. Materials in a form accessible to persons with disabilities will be made available upon request.

## **VIII. Access to Records**

The City of Tulsa will ensure that citizens, public agencies, and other interested parties will be given reasonable and timely access to information and records relating to the Consolidated Plan, Annual Plan, Guaranteed Loan Funds Application, and substantial amendments to the Consolidated Plan, Annual Plan or Guaranteed Loan Funds Applications, and CAPER for the preceding five years.

All requests to inspect or copy public records must follow procedures set forth in Executive Order 95-04-Open Records Policy of the City of Tulsa. This Executive Order has been included as an appendix to the Citizen Participation Plan so that appropriate forms requesting inspection or copying of public information are easily available for use by the public.

Such public information is available for review at:

### **DIVISION OF GRANTS ADMINISTRATION**

City Hall at One Technology Center  
175 E. Second Street, Suite 480  
Tulsa, OK 74103

(918) 596-9084

Email: [GrantsAdmin@cityoftulsa.org](mailto:GrantsAdmin@cityoftulsa.org)

Fax: 918-699-3523

## **Technical Assistance**

Upon written request to Grants Administration and authorization by the Division Manager, technical assistance may be provided in the development of proposals, implementation process, evaluation/performance process, and interpretation of HUD rules and regulations pertinent to the Consolidated Plan, Annual Plan, Guaranteed Loan Funds Application, substantial amendments to the Consolidated Plan, Annual Plan or Guaranteed Loan Funds Applications, and CAPER.

All potential applicants for funding are encouraged to contact City staff for technical assistance before completing the proposal form. The basis on which the City may provide technical assistance to groups' representative of persons of low and moderate-income that may request assistance is at the discretion of the City, and does not necessarily include funding to such groups.

### Complaint Procedures

Citizens with comments, complaints, or grievances against the Consolidated Plan may submit them in writing or in person to the Human Rights Department during regular business hours or may complete a Grievance form located at

Correspondence should be directed to:

Human Rights Department  
City Hall at One Technology Center  
175 E. Second Street, Suite 865  
Tulsa, OK 74103

(918) 596-7818

Email: [humanrightsrec@cityoftulsa.org](mailto:humanrightsrec@cityoftulsa.org)

Fax: 918-596-7826

Written complaints will receive a written response within fifteen (15) working days. Complaints which cannot be resolved may be referred to the City Council or appropriate Federal agency. Complaints which do not come under the jurisdiction of Grants Administration will be referred to the proper entity for further review and determination.

### **Executive Order No. 95-04 Open Records Policy for the City of Tulsa**

# **Appendix G**

## **City of Tulsa Ordinance**

# REQUEST FOR ACTION: ORDINANCE

Version: 01/27/2014

AGENDA FOR:  MAYOR  COUNCIL AUTHORITY:  DATE: October 20, 2016

Tulsa City Clerk's Office: 596-7513 or 596-7514

**FOR INFORMATION CONTACT:**

DEPARTMENT: FINANCE

CONTACT NAME: Gary Hamer

ORDINANCE # 23598

ADDRESS: 175 E. 2nd St. Tulsa OK 74103

TELEPHONE: 918-596-7573

SUBJECT: U.S. Department

ORDINANCE TYPE: AMENDING TULSA REVISED ORDINANCES

BA or CT #: \_\_\_\_\_

AMENDMENT OF ORD#: \_\_\_\_\_

TRO TITLE: \_\_\_\_\_

TRO SUBTITLE: \_\_\_\_\_

PLANNING DISTRICT: \_\_\_\_\_

ZONING #: \_\_\_\_\_

SSID: \_\_\_\_\_

PUD #: \_\_\_\_\_

PROP/NON-PROP: \_\_\_\_\_

COUNCIL DISTRICT: \_\_\_\_\_

**SUMMARY:**

AN ORDINANCE AMENDING TITLE 12, TULSA REVISED ORDINANCES, ENTITLED "U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT GRANTS," AMENDING SECTION 804, SUBSECTION 6.C. TO CLARIFY AND CORRECT PROPOSAL REQUIREMENTS RELATING TO FLOOD PLAINS FOR PROPOSED REHABILITATION AND NEW CONSTRUCTION PROJECTS; AMENDING SECTION 807, SUBSECTION A BY EXPANDING THE 1% OF PROGRAM YEAR'S ANNUAL AWARD IN THE GRANT CATEGORY TO 1% OF HUD GRANT FUNDING FOR THE APPLICABLE PROGRAM YEAR AND LIMITING THE APPLICABILITY OF THIS PROVISION; AMENDING SECTION 807, SUBSECTION B AND SUBSECTION C BY EXPANDING THE 10% OF PROGRAM YEAR'S ANNUAL AWARD IN THE GRANT CATEGORY TO 10% OF HUD GRANT FUNDING FOR THE APPLICABLE PROGRAM YEAR, AND FURTHER AMENDING SECTION 807 BY ADDING SUBSECTION D, A NEW CATEGORY FOR OFF CYCLE AWARDS AND ALLOCATIONS; PROVIDING FOR SEVERABILITY; PROVIDING FOR REPEAL OF CONFLICTING ORDINANCES; AND DECLARING AN EMERGENCY.

APPROVED BY MAYOR  
CITY OF TULSA  
DEC 05 2016

Approved By  
City Council On  
NOV 30 2016

**BUDGET:**

FINANCE DIRECTOR APPROVAL: \_\_\_\_\_

FUNDING SOURCE: N/A

**REQUEST FOR ACTION:**

*All department items requiring Council approval must be submitted through the Mayor's Office.*

DEPARTMENT HEAD APPROVAL: \_\_\_\_\_

Asst. CITY ATTORNEY APPROVAL: \_\_\_\_\_

BOARD APPROVAL: \_\_\_\_\_

MAYORAL APPROVAL: \_\_\_\_\_

OTHER: \_\_\_\_\_

DATE: 10-20-2016

10-31-2016

NOV 03 2016

**FOR CITY COUNCIL OFFICE USE ONLY:**

COMMITTEE: \_\_\_\_\_

COMMITTEE DATE(S): 11-8-89

DATE RECEIVED: \_\_\_\_\_

FIRST AGENDA DATE: \_\_\_\_\_

HEARING DATE: \_\_\_\_\_

SECOND AGENDA DATE: \_\_\_\_\_

APPROVED: \_\_\_\_\_

For City Clerk's Office Use Only (Agenda Date: MMDDYYYY; Sec #: Dept ##, Item ##, Sub-Item ##, Status: S=Synopsis)

12-05-2016

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06

01

(Published in the Tulsa World,

*December 10*, 2016.)

ORDINANCE NO. 23598

AN ORDINANCE AMENDING TITLE 12, TULSA REVISED ORDINANCES, ENTITLED "U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT GRANTS," AMENDING SECTION 804, SUBSECTION 6.C. TO CLARIFY AND CORRECT PROPOSAL REQUIREMENTS RELATING TO FLOOD PLAINS FOR PROPOSED REHABILITATION AND NEW CONSTRUCTION PROJECTS; AMENDING SECTION 807, SUBSECTION A BY EXPANDING THE 1% OF PROGRAM YEAR'S ANNUAL AWARD IN THE GRANT CATEGORY TO 1% OF HUD GRANT FUNDING FOR THE APPLICABLE PROGRAM YEAR AND LIMITING THE APPLICABILITY OF THIS PROVISION; AMENDING SECTION 807, SUBSECTION B AND SUBSECTION C BY EXPANDING THE 10% OF PROGRAM YEAR'S ANNUAL AWARD IN THE GRANT CATEGORY TO 10% OF HUD GRANT FUNDING FOR THE APPLICABLE PROGRAM YEAR; AND FURTHER AMENDING SECTION 807 BY ADDING SUBSECTION D, A NEW CATEGORY FOR OFF CYCLE AWARDS AND ALLOCATIONS; PROVIDING FOR SEVERABILITY; PROVIDING FOR REPEAL OF CONFLICTING ORDINANCES; AND DECLARING AN EMERGENCY.

BE IT ORDAINED BY THE CITY OF TULSA:

*Section 1. That Title 12, Chapter 8, Section 804, be and the same is hereby amended to read as follows:*

**"Section 804. Grant processes.**

- A. City of Tulsa Departments. If the Development Committee identifies needs that are to be managed by City departments, these projects will not be subject to the proposal review. However, City departments should submit project information including budget information, program description and project goals and measurable outcomes. HUD funds may not be used to replace local general government funds on City projects or services, unless, the City department can document that the services to be provided represent an increase in services beyond the services provided with government funds in the previous year. If a non-profit agency located in the City of Tulsa can provide or perform services which could be performed by a City department, the City's RFP process must be followed to allow non-profit agencies to be considered for the services needed.
- B. Applicant Workshops. Grants Administration staff shall conduct at least three (3) workshops for potential applicants seeking federal grant funds. One (1) workshop shall be conducted for those applicants who have not participated in prior HUD funding processes or have not

received funding in the past two (2) years. All workshops will be free and open to the public. All potential applicants are required to attend at least one (1) workshop or their proposal will not be considered.

C. Proposal Deadline.

1. All proposals shall be submitted no later than 5:00 p.m. on the date and location set forth in the applicable Request for Proposal (RFP). The proposal deadline will be no less than forty-five (45) days after the final applicant workshop.
2. An applicant will be allowed one opportunity within a five-year period to submit a proposal within one (1) business day after a proposal deadline. Such late applicants will also have an additional three (3) business days to submit missing documentation, as provided in Section 804(D)(5). An application accepted pursuant to this provision will be identified as late in Development Committee recommendations, and will receive a reduction of one percent (1%) from the applicant's overall average score.

D. Proposal Review: Grants Administration shall:

1. Procure a professional facilitator to manage and maintain the integrity of the evaluation process.
2. Select a minimum of five (5) reviewers for each application expected to be received. Every application shall be reviewed by no more than one (1) employee from Grants Administration.
3. A list of the reviewers selected to review the RFP must be provided to the Development Committee for review prior to commencement of proposal reviews.
4. Provide training for the reviewers on the application and criteria to be used to score the proposals prior to commencement of the proposal reviews.
5. Pre-screen the applications for missing documentation. Applicants will have three (3) business days to submit the missing documentation. Applicants who do not submit the minimum required documentation as specified in the RFP will not be considered for funding.
6. Pre-screen proposed rehabilitation and new construction projects, excluding homeowner minor repairs, emergency repairs, and rehabilitation loans, for the following required information and documentation:
  - a. Demonstrated financial capacity of the applying agency;
  - b. Documentation of funding sources committed toward the total cost of the project, excluding HUD grant request;

- c. Documentation of site control, proper zoning, and a map showing whether the proposed project is located in a flood plain;
- d. Architectural/engineering design for the entire project;
- e. Cost estimate provided by a licensed Professional Engineer (PE) licensed in the State of Oklahoma and authorized to sign and seal plans, drawings, and costs that will be submitted to a public authority for approval,
- f. Timeline and certification that the project will commence within six (6) months from the date of the grant award and that all HUD grant funds will be spent within two (2) years; and
- g. Proof that the project will meet a HUD national objective within two (2) years from completion.

Applicants who do not submit the required documentation will not be considered for funding.

- 7. Transmit final scores from the reviewers to the Development Committee. The Development Committee will be responsible for making the funding recommendation to the City Council.
- E. Public Hearings. The Development Committee shall hold public hearings in accordance with the City's Citizen Participation Plan and as required by HUD regulations. The public hearings will be scheduled to meet statutory deadlines for the submission of the Consolidated or Annual Action Plan and the Consolidated Annual Performance and Evaluation Report (CAPER). A minimum of three (3) public hearings will be held annually to receive public comments regarding:
- 1. The needs of the community.
  - 2. The Consolidated or Annual Action Plan and funding allocations; and
  - 3. The CAPER.

Additional public hearings shall be held as required, including but not limited to:

- 1. Section 108 loan applications; and
  - 2. Substantial amendments to the Consolidated Plan.
- F. Policies for Allocation of HUD Grant Funding.
- 1. On or before February 1 or each calendar year, Grants Administration shall publish a calendar showing the dates of all activities related to the development of the

- Consolidated Plan, Annual Action Plan, CAPER, and other related documents and activities.
2. The annual calendar and the following documents shall be posted on the City of Tulsa website (Community Programs - Grants):
    - a. The current Citizen Participation Plan; and
    - b. The City of Tulsa Policies and Procedures Manual related to the administration of HUD Grant Funds.
  3. Each year, subsequent to the final Needs Assessment Public Hearing, the Development Committee shall draft a Priority Needs Statement for the allocation of HUD Grant Funds in accordance with HUD statutes and regulations and shall submit it to the Mayor for review and recommendation, who shall forward it to the City Council for approval.
  4. Upon approval, the Priority Needs Statement shall be incorporated into the Request for Proposals.
  5. Within fifteen (15) days of receipt of the final scores from the reviewers, the Development Committee shall make funding recommendations based upon the tabulated scores and in accordance with the priorities of the Consolidated Plan and the Annual Action Plan. The Development Committee must submit funding recommendations to the Mayor for review and recommendation.
  6. In the event there is a tie vote of the Development Committee, the final scores of the reviewers shall be submitted to the Mayor for review and recommendation.
  7. Within ten (10) business days of being placed on the Mayor's agenda, the Mayor (i) may review the recommendations and submit them to the City Council, or (ii) may recommend changes and submit them to the City Council. Recommended changes to funding recommendations submitted by the Mayor must meet at least one (1) of the annual priorities set by the Development Committee for the program year being approved and provide a written justification for the change
  8. After receipt of the recommendations from the Development Committee and the Mayor, the City Council (i) may approve the recommendations or (ii) change and approve the recommendations, and submit them to the Mayor for signature no later than the second Thursday in April. Changes to the recommended allocations of the Development Committee or the Mayor must meet at least one (1) of the annual priorities set by the Development Committee for the program year being approved and provide a written justification for the change.
  9. This process shall meet the date and time requirements set forth in the Annual Calendar.

- G. Final Resolution on Consolidated Plan and Use of Funds. The City Council will take action in accordance with the Annual Calendar to approve the Consolidated and Annual Action Plans and projected use of funds. The Council shall forward the final resolution to the Mayor on the first business day following the Council action for approval and signature.
- H. Submission to HUD. The Mayor shall be responsible for submitting completed federal grant applications and required annual reports to the appropriate federal offices in a timely manner.”

*Section 2. That Title 12, Chapter 8, Section 807, be and the same is hereby amended to read as follows:*

**“Section 807. Off cycle awards and allocations.**

Recommendations for allocations and awards outside of the regular annual funding cycle shall be made as follows:

- A. If available funding can be carried over to the next HUD Program Year, off-cycle awards will generally not be considered in amounts less than one percent (1%) of the current Program Year’s HUD Grant Funding.
- B. If the available funds comprise less than ten percent (10%) of the Program Year’s HUD Grant Funding, the Community Development Committee may initiate off-cycle award(s) by making a recommendation to the Mayor, prioritizing currently funded agencies that have expended at least 90% of their project allocation or current program year applicants whose applications were unfunded, where additional funding would address priority needs identified in the Consolidated Plan and Annual Action Plan. The Development Committee’s recommendation will include a list of all departments and agencies requesting or considered for funding and written justification for the recommendation. Within ten (10) business days of the recommendation being placed on the Mayor’s agenda, the Mayor will make a recommendation to the City Council, and within fifteen (15) business days of the Mayor’s recommendation, the City Council will consider a resolution to allocate the identified funds.
- C. If the available funds comprise ten percent (10%) or more of the Program Year’s HUD Grant Funding, Grants Administration may initiate off-cycle award(s) by notifying the Development Committee and potential applicants of available funds, and proceeding in accordance with the proposals procedure established in Section 804 B through D.
- D. If Grants Administration determines that the process set forth in Section 807B. or C. above for off-cycle awards cannot meet HUD’s fund commitment deadline or will exceed HUD’s timeliness standards and if these funds cannot be carried forward to the next grant year, rather than having the funds recaptured by HUD, the Development Committee may initiate an off-cycle award by making a recommendation to the Mayor to disperse the unused grant funds to one or more of the funded grant recipients in the grant category for which funding is available. The Development Committee’s recommendation will include a list of all funded grant recipients within the grant category and written justification for the recommendation. Within ten (10) business days of the recommendation being placed on the

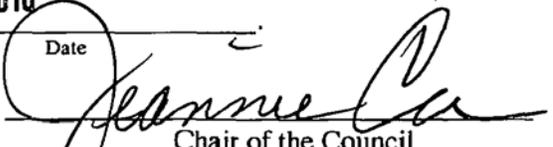
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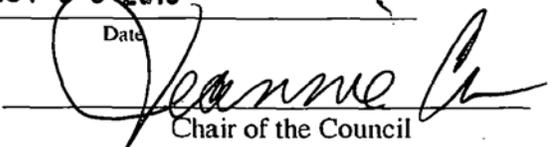
Mayor's agenda, the Mayor will make a recommendation to the City Council, and within fifteen (15) business days of the Mayor's recommendation, the City Council will consider a resolution to allocate the identified funds."

Section 3. SEVERABILITY CLAUSE. If any section, sentence, clause or phrase of this ordinance or any part thereof is for any reason found to be invalid by a court of competent jurisdiction, such decision shall not affect the validity of the remainder of this ordinance or any part thereof.

Section 4. REPEAL OF CONFLICTING ORDINANCES. That all ordinances or parts of ordinances in conflict herewith be and the same are now expressly repealed.

Section 5. EMERGENCY CLAUSE. That the amendments hereby enacted are essential to the proper, orderly and ethical conduct of the business of the City of Tulsa by its City Officials; therefore, an emergency is hereby declared to exist for the preservation of the public peace, health, and safety, by reason whereof this ordinance shall take effect immediately upon its passage, approval and publication.

ADOPTED by the Council: NOV 3 0 2016  
Date  
  
Chair of the Council

ADOPTED as an emergency measure: NOV 3 0 2016  
Date  
  
Chair of the Council

OFFICE OF THE MAYOR

Received by the Mayor: \_\_\_\_\_, at \_\_\_\_\_  
Date Time

G.T. Bynum, Mayor

By \_\_\_\_\_  
Secretary

APPROVED by the Mayor of the City of Tulsa, Oklahoma: DEC 05 2016,  
Date

at \_\_\_\_\_  
Time

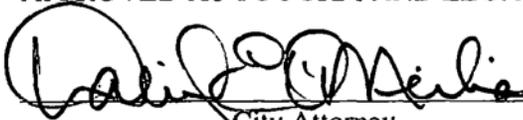
  
\_\_\_\_\_  
Mayor

(Seal)  
ATTEST:

  
\_\_\_\_\_  
City Clerk



APPROVED AS TO FORM AND LEGALITY:

  
\_\_\_\_\_  
City Attorney

## CHAPTER 8. - U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT GRANTS

[1]

## Section 800. - Scope.

This chapter shall apply to the City of Tulsa's receipt and allocation of all block grant program funds received from the U.S. Department of Housing and Urban Development Department, including, but not limited to, the Community Development Block Grants (CDBG), Home Investment Partnerships Program (HOME), Emergency Shelter or Emergency Solutions Grants (ESG), and Housing Opportunities for Persons with AIDS (HOPWA) programs and any changes thereto, as well as any new programs added by the U.S. Department of Housing and Urban Development.

(Ord. No. 22813, § 1, 1-31-2013; Ord. No. 23362, § 1, 9-10-2015)

## Section 801. - Definitions.

As used in this chapter, the following terms shall have the meaning set forth below:

- A. **Annual action plan** shall mean a written plan that specifies the HUD funded activities and allocations for the City of Tulsa for a specific HUD grant period.
- B. **Annual calendar** shall mean the calendar prepared annually by Grants Administration and posted on the City of Tulsa website (Community Programs - Grants) stating the specific HUD dates and deadlines for submission of HUD plans and reports.
- C. **CDBG** means Community Development Block Grant, a HUD grant program.
- D. **CDBG Physical Projects** shall mean those projects which are not classified as public service or economic development.
- E. **Citizen participation plan** shall mean a written plan that invites public input and citizen participation in the needs for and use of HUD funds, and which is available on the City of Tulsa website (Community Program - Grants).
- F. **Continuum of Care** or **CoC** shall mean the City of Tulsa Continuum of Care, which considers policies designed to address the critical problem of homelessness, including a coordinated community-based process of identifying needs and building a system to address those needs.
- G. **Consolidated Annual Performance and Evaluation Report (CAPER)** shall mean the annual written report submitted to HUD by the City of Tulsa, which details the performance of funded activities, including expenditures and number and type of beneficiaries served.
- H. **Consolidated plan** shall mean the document written by the City of Tulsa describing the housing needs of low- and moderate-income residents, outlining strategies to meet the needs and listing all resources available to implement the strategies. This document is required by HUD for the City to receive HUD Community Planning and Development funds and shall be in conformance with the City of Tulsa's Comprehensive Plan.
- I. **Hearing Officer** shall mean the Mayor's designee, who shall hear appeals regarding HUD processes.
- J. **HUD** shall mean the U. S. Department of Housing and Urban Development.
- K. **HUD Community Development Committee (Development Committee)** shall mean the committee that solicits input regarding community needs and funding priorities, develops the Priority Needs Statement, and recommends funding allocations, including off cycle awards and allocations as set forth in Section 802 and 803

of this chapter.

- L. **HUD Grant Funding** shall mean funding for CDBG, HOME, ESG, HOPWA and any revisions thereof, as well as any new programs implemented by the U.S. Department of Housing and Urban Development, established by federal law or regulation.
- M. **Needs Assessment Public Hearing** shall mean a public hearing at which public input is heard regarding community needs, as set forth in Section 804 of this chapter.
- N. **Off Cycle Awards and Allocations** shall mean those awards, allocations and re-allocations which occur during a HUD grant period and outside of the regular allocation process outlined in this chapter, for the Consolidated Plan, Annual Action Plan, or any amendments thereto.
- O. **Priority Needs Statement** shall mean the statement encompassing input from the community, regarding the priority of essential services needed by the citizens of the City of Tulsa and which will guide the grant award and funding selection as set forth in Section 804 of this chapter.
- P. **Submission date** shall mean the date established by the HUD for timely submission of the Consolidated Plan, Annual Action Plan, Consolidated Annual Performance and Evaluation Report (CAPER), and any other submissions required by federal law or regulation.

(Ord. No. 22813, § 1, 1-31-2013; Ord. No. 23362, § 1, 9-10-2015)

#### Section 802. - HUD Community Development Committee Membership.

The HUD Community Development Committee (Development Committee) is hereby established to perform the duties set forth in Section 803 below:

- A. Membership of the Development Committee shall consist of:
  1. All Tulsa City councilors, who shall serve ex-officio and not be counted for purposes of establishing a quorum;
  2. One (1) representative of the Indian Nations Council of Governments (INCOG) designated by the Director of INCOG;
  3. Five (5) residents of the City of Tulsa, designated by the City Council, three (3) of whom reside in a low- to moderate-income census Tract; however, no more than one (1) citizen so appointed shall reside in any one (1) City Council district;
  4. One (1) representative from a financial institution, designated by the Mayor;
  5. One (1) representative from the Continuum of Care, designated by the Mayor;
  6. One (1) representative with grant allocation experience, designated by the Mayor; and
  7. One (1) representative from the City of Tulsa Planning and Development Department, designated by the Planning Director.

The terms of the members described in A.2, 4, 5, 6, and 7 above, who were appointed in the year 2015, shall expire on June 30, 2016. The terms of the five (5) members who are residents of the City of Tulsa as described in A.3 above, who were appointed in the year 2015, shall expire on June 30, 2017. All members shall be appointed to a two (2)-year term commencing on July 1 of the year of their appointment.

No members shall be affiliated with any agency that is requesting or has received funding for a City administered HUD funded project.

(Ord. No. 22813, § 1, 1-31-2013; Ord. No. 23362, § 1, 9-10-2015)

## Section 803. - HUD Community Development Committee duties.

- A. The Development Committee shall:
1. Actively solicit public input regarding the long-term and short-term needs of the community, including homeless needs, and shall develop funding priorities for the Consolidated Plan and Annual Action Plan. The Committee shall also evaluate the performance of funded projects and programs. Meetings of the Development Committee shall comply with the Oklahoma Open Meetings Act, and shall be broadcast on TGOV, the City of Tulsa's government access network.
  2. Conduct all required public hearings as set forth in Section 804(E).
  3. Receive input from the CoC regarding homeless needs, priorities, goals, outcomes, and evaluation measures.
  4. Consult with the CoC regarding allocation of funds, developing performance standards, and evaluating outcomes of ESG assisted projects;
  5. Adopt objective standards for the evaluation and scoring for the HUD Grant Funding;
- B. The Human Rights Department shall continue to perform its functions as assigned by Executive Order 2009-08, as long as such Executive Order remains in force and effect.

(Ord. No. 22813, § 1, 1-31-2013; Ord. No. 23362, § 1, 9-10-2015)

## Section 804. - Grant processes.

- A. **City of Tulsa Departments.** If the Development Committee identifies needs that are to be managed by City departments, these projects will not be subject to the proposal review. However, City departments should submit project information including budget information, program description and project goals and measurable outcomes. HUD funds may not be used to replace local general government funds on City projects or services, unless, the City department can document that the services to be provided represent an increase in services beyond the services provided with government funds in the previous year. If a non-profit agency located in the City of Tulsa can provide or perform services which could be performed by a City department, the City's RFP process must be followed to allow non-profit agencies to be considered for the services needed.
- B. **Applicant workshops.** Grants Administration staff shall conduct at least three (3) workshops for potential applicants seeking federal grant funds. One (1) workshop shall be conducted for those applicants who have not participated in prior HUD funding processes or have not received funding in the past two (2) years. All workshops will be free and open to the public. All potential applicants are required to attend at least one (1) workshop or their proposal will not be considered.
- C. **Proposal deadline.**
1. All proposals shall be submitted no later than 5:00 p.m. on the date and location set forth in the applicable Request for Proposal (RFP). The proposal deadline will be no less than forty-five (45) days after the final applicant workshop.
  2. An applicant will be allowed one opportunity within a five-year period to submit a proposal within one (1) business day after a proposal deadline. Such late applicants will also have an additional three (3) business days to submit missing documentation, as provided in Section 804(D)(5). An application accepted pursuant to this provision will be identified as late in Development Committee recommendations, and will receive a reduction of one percent (1%) from the applicant's overall average score.
- D. **Proposal review.** Grants Administration shall:

1. Procure a professional facilitator to manage and maintain the integrity of the evaluation process.
  2. Select a minimum of five (5) reviewers for each application expected to be received. Every application shall be reviewed by no more than one (1) employee from Grants Administration.
  3. A list of the reviewers selected to review the RFP must be provided to the Development Committee for review prior to commencement of proposal reviews.
  4. Provide training for the reviewers on the application and criteria to be used to score the proposals prior to commencement of the proposal reviews.
  5. Pre-screen the applications for missing documentation. Applicants will have three (3) business days to submit the missing documentation. Applicants who do not submit the minimum required documentation as specified in the RFP will not be considered for funding.
  6. Pre-screen proposed rehabilitation and new construction projects, excluding homeowner minor repairs, emergency repairs, and rehabilitation loans, for the following required information and documentation:
    - a. Demonstrated financial capacity of the applying agency;
    - b. Documentation of funding sources committed toward the total cost of the project, excluding HUD grant request;
    - c. Documentation of site control, proper zoning, and a map showing whether the proposed project is located in a flood plain;
    - d. Architectural/engineering design for the entire project;
    - e. Cost estimate provided by a licensed Professional Engineer (PE) licensed in the State of Oklahoma and authorized to sign and seal plans, drawings, and costs that will be submitted to a public authority for approval;
    - f. Timeline and certification that the project will commence within six (6) months from the date of the grant award and that all HUD grant funds will be spent within two (2) years; and
    - g. Proof that the project will meet a HUD national objective within two (2) years from completion.

Applicants who do not submit the required documentation will not be considered for funding.
  7. Transmit final scores from the reviewers to the Development Committee. The Development Committee will be responsible for making the funding recommendation to the City Council.
- E. Public hearings.** The Development Committee shall hold public hearings in accordance with the City's Citizen Participation Plan and as required by HUD regulations. The public hearings will be scheduled to meet statutory deadlines for the submission of the Consolidated or Annual Action Plan and the Consolidated Annual Performance and Evaluation Report (CAPER). A minimum of three (3) public hearings will be held annually to receive public comments regarding:
1. The needs of the community;
  2. The Consolidated or Annual Action Plan and funding allocations; and
  3. The CAPER.
- Additional public hearings shall be held as required, including but not limited to:
1. Section 108 loan applications; and
  2. Substantial amendments to the Consolidated Plan.
- F. Policies for allocation of HUD Grant Funding.**
1. On or before February 1 or each calendar year, Grants Administration shall publish a calendar showing the dates of all activities related to the development of the Consolidated Plan, Annual Action Plan, CAPER,

and other related documents and activities.

2. The annual calendar and the following documents shall be posted on the City of Tulsa website (Community Programs - Grants):
  - a. The current Citizen Participation Plan; and
  - b. The City of Tulsa Policies and Procedures Manual related to the administration of HUD Grant Funds.
3. Each year, subsequent to the final Needs Assessment Public Hearing, the Development Committee shall draft a Priority Needs Statement for the allocation of HUD Grant Funds in accordance with HUD statutes and regulations and shall submit it to the Mayor for review and recommendation, who shall forward it to the City Council for approval.
4. Upon approval, the Priority Needs Statement shall be incorporated into the Request for Proposals.
5. Within fifteen (15) days of receipt of the final scores from the reviewers, the Development Committee shall make funding recommendations based upon the tabulated scores and in accordance with the priorities of the Consolidated Plan and the Annual Action Plan. The Development Committee must submit funding recommendations to the Mayor for review and recommendation.
6. In the event there is a tie vote of the Development Committee, the final scores of the reviewers shall be submitted to the Mayor for review and recommendation.
7. Within ten (10) business days of being placed on the Mayor's agenda, the Mayor (i) may review the recommendations and submit them to the City Council, or (ii) may recommend changes and submit them to the City Council. Recommended changes to funding recommendations submitted by the Mayor must meet at least one (1) of the annual priorities set by the Development Committee for the program year being approved and provide a written justification for the change
8. After receipt of the recommendations from the Development Committee and the Mayor, the City Council (i) may approve the recommendations or (ii) change and approve the recommendations, and submit them to the Mayor for signature no later than the second Thursday in April. Changes to the recommended allocations of the Development Committee or the Mayor must meet at least one (1) of the annual priorities set by the Development Committee for the program year being approved and provide a written justification for the change.
9. This process shall meet the date and time requirements set forth in the Annual Calendar.

G. **Final resolution on consolidated plan and use of funds.** The City Council will take action in accordance with the Annual Calendar to approve the Consolidated and Annual Action Plans and projected use of funds. The Council shall forward the final resolution to the Mayor on the first business day following the Council action for approval and signature.

H. **Submission to HUD.** The Mayor shall be responsible for submitting completed federal grant applications and required annual reports to the appropriate federal offices in a timely manner.

(Ord. No. 22813, § 1, 1-31-2013; Ord. No. 23362, § 1, 9-10-2015; Ord. No. 23595, § 1, 11-16-2016; Ord. No. 23598, § 1, 11-30-2016)

#### Section 805. - Timeliness.

HUD funds are time sensitive and shall be contracted and expended within a reasonable period of time after approval of the Annual Action Plan by HUD. The following conditions shall apply:

1. CDBG Public Service and the "Shelter" category of Emergency Solutions Grant projects shall expend all funds within the HUD grant period set forth in the contract. No funds shall be carried forward.

2. CDBG Physical projects must provide documentation required by the City of Tulsa, setting forth detailed information that assures the commencement of the project within six (6) months of the approval of the Annual Action Plan or the funds were allocated. Required documentation includes, but is not limited to, documentation of all commitments, timeline, firm development budget, approved procurement and other policies and procedures related to the projects that do not begin within this timeframe or which provide no or inadequate explanation and documentation for unawarded funds. A new application may be submitted for the project during the next funding period.
3. CDBG Physical and Economic Development projects shall expend all funds within the contract term. Unexpended funds shall not be carried forward, provided however, Grants Administration may extend the contract term by written amendment to the contract if project activities initiated before the end of the contract term can be completed within a reasonable period of time as determined by Grants Administration. Documentation acceptable to Grants Administration must be provided as verification that the activities were commenced prior to the end of the contract term and can be completed within a reasonable period of time acceptable to Grants Administration.
4. HOME projects shall be contracted and funds committed within one (1) year of the Annual Action Plan pursuant to which the project was submitted. Projects that cannot be contracted within this time frame must provide to Grants Administration the documentation required by the City of Tulsa setting forth detailed information that assures the commencement of the project within a time period acceptable to Grants Administration. If the required documentation is not provided or such documentation is inadequate, the project will not be awarded funds. A new application may be submitted for the project during the next funding cycle.

(Ord. No. 22813, § 1, 1-31-2013; Ord. No. 23362, § 1, 9-10-2015)

#### Section 806. - Quarterly reports.

Grants Administration shall submit written quarterly reports, within forty-five (45) days after the end of the quarter, to the Development Committee and City Council, summarizing the status of appropriations, fund disbursements, program income, other funds available for allocation, and subrecipient contracts, and describing any outstanding documentation requirements for all projects and programs allocated funding in the current program year.

(Ord. No. 22813, § 1, 1-31-2013; Ord. No. 23362, § 1, 9-10-2015)

#### Section 807. - Off cycle awards and allocations.

Recommendations for allocations and awards outside of the regular annual funding cycle shall be made as follows:

- A. If available funding can be carried over to the next HUD Program Year, off-cycle awards will generally not be considered in amounts less than one percent (1%) of the current Program Year's HUD Grant Funding.
- B. If the available funds comprise less than ten percent (10%) of the Program Year's HUD Grant Funding, the Community Development Committee may initiate off-cycle award(s) by making a recommendation to the Mayor, prioritizing currently funded agencies that have expended at least 90% of their project allocation or current program year applicants whose applications were unfunded, where additional funding would address priority needs identified in the Consolidated Plan and Annual Action Plan. The Development Committee's recommendation will include a list of all departments and agencies requesting or considered for funding and written justification for the recommendation. Within ten (10) business days of the recommendation being

placed on the Mayor's agenda, the Mayor will make a recommendation to the City Council, and within fifteen (15) business days of the Mayor's recommendation, the City Council will consider a resolution to allocate the identified funds.

- C. If the available funds comprise ten percent (10%) or more of the Program Year's HUD Grant Funding, Grants Administration may initiate off-cycle award(s) by notifying the Development Committee and potential applicants of available funds, and proceeding in accordance with the proposals procedure established in Section 804 B through D.
- D. If Grants Administration determines that the process set forth in Section 807B. or C. above for off-cycle awards cannot meet HUD's fund commitment deadline or will exceed HUD's timeliness standards and if these funds cannot be carried forward to the next grant year, rather than having the funds recaptured by HUD, the Development Committee may initiate an off-cycle award by making a recommendation to the Mayor to disperse the unused grant funds to one or more of the funded grant recipients in the grant category for which funding is available. The Development Committee's recommendation will include a list of all funded grant recipients within the grant category and written justification for the recommendation. Within ten (10) business days of the recommendation being placed on the Mayor's agenda, the Mayor will make a recommendation to the City Council, and within fifteen (15) business days of the Mayor's recommendation, the City Council will consider a resolution to allocate the identified funds.

(Ord. No. 22813, § 1, 1-31-2013; Ord. No. 23362, § 1, 9-10-2015; Ord. No. 23595, § 1, 11-16-2016; Ord. No. 23598, § 2, 11-30-2016)

#### Section 808. - Appeals.

- A. **Right to appeal.** An appeal to a Hearing Officer may be taken by any person or organization aggrieved, where it is alleged there is an error in any order, requirement, decision, determination, or action made by the city official or employee in the allocation, disbursement, accounting, or payment of funds to an applicant awarded funds as provided for in this chapter.
- B. **Hearing Officer.** There is hereby appointed a Hearing Officer and alternate Hearing Officers who shall conduct the hearings and perform the duties set forth herein. The Municipal Court Administrator (Municipal Court Clerk) is hereby appointed and shall serve as the Hearing Officer. The Hearing Officer shall appoint and designate one (1) alternate to serve in his or her absence from one (1) of the division head positions in the Municipal Court. The City Council shall appoint and designate a second alternate Hearing Officer from the classified service to serve in the absence of the Hearing Officer and the first alternate.
- C. **Right to appeal to Council.** An appeal to the Council may be taken by any person or organization aggrieved where it is alleged there is an error in any order, requirement, decision or determination made by the Hearing Officer.
- D. **Notice of appeal.** An appeal from any order, requirement, decision or determination made by the Hearing Officer shall be taken within ten (10) days from the date of the issuance of the notice of the decision of the Hearing Officer by filing with the City Clerk a notice of appeal, specifying the name and mailing address of the Appellant and specifying the grounds thereof.
- E. **Council action.** The Council shall hold a hearing and may reverse or affirm, wholly or partly, or may modify the order, requirement, decision or determination appealed from and may make such order, requirement, decision or determination as ought to be made.

(Ord. No. 22813, § 1, 1-31-2013; Ord. No. 23362, § 1, 9-10-2015)

# **Appendix H**

## **Public Notices**

**MISCELLANEOUS  
INVOICE PAYMENT  
REQUEST**

Munis Workflow Dept: **RFAIN**

Department: 12

Date: 3/8/2021

**Affidavit**

- Not Applicable
- Attached for invoice over \$25,000

**MUNIS VENDOR NUMBER**

557

**Vendor Name and Address**

Tulsa World  
PO Box 26945  
Richmond, VA 23261-6945

**Special Handling**

- Wire Transfer
- Will pick up

**Emergency Purchase**

- Not Applicable
- Report of Emergency Purchase attached

**ALLOCATION CODE (IF APPLIES):**

**INSTRUCTIONS:**

This form is only for use for a payment of an invoice where Mayoral approval is required to make the payment. The Mayor will make the approval through an alternate MUNIS workflow. Do not submit this form or an RFA to the City Clerk's Office.

After obtaining the Department Head's (or designee) signature, submit this form, the invoices, and any required documentation to Accounts Payable which will initiate the MUNIS workflow for Mayoral approval.

PROJECT EXP. STRING – IF APPLIES	ORG	OBJECT	AMOUNT
	1 0 0 1 2 4 4	5 3 1 1 0 1	1 5 . 3 7
2 1 5 9 F R 0 0 0 1 . O t h S v s . A d v e r t . A d m i n	2 0 0 0 1 2 4 4	5 3 1 1 0 1	1 6 1 . 0 5
2 1 5 9 F R 0 0 3 0 . O t h S v s . A d v e r t . A d m i n	2 0 0 1 1 2 4 4	5 3 1 1 0 1	4 6 . 5 8

**INVOICE NUMBER/DESCRIPTION**

Invoice#8/03/2020-08/30/2020  
Public Hearing-CAPER

**Reason for Miscellaneous Invoice Payment Request**

There was not a contract with this vendor at the time the charges incurred. Notice is required by HUD to be posted.

**Approvals**

Prepared by: Kim Howe

Approved by  
Department Head:

Date: 3/8/2021

Email.: khowe@cityoftulsa.org

Date:

DATE	TRANSACTION NUMBER	DESCRIPTION	PRODUCT	SAU SIZE	BILLED UNITS	TIMES RUN	AMOUNT
08/02		Balance Forward					0.00
08/12-08/12	I0000658083-0812	City of Tulsa / CITY OF TULSA	TW Tulsa World	2.00 x 4.0000	8	1	223.00
08/28-08/28	I0000661217-0828	Tulsa Grants Dept / FF, OF THE BELOW	TW Tulsa World	2.00 x 4.0000	8	1	223.00
		Previous Amount Owed: 0.00 New Charges This Period: 446.00 Cash This period: Debit Adjustments This Period: Credit Adjustments This Period:					

Please note your account on your payment and send to the remittance address below to ensure timely processing. Payment is due the 15th of the month, Tulsa World accepts cash, check, and ECP/ACH for statement payment. Credit cards are not accepted for statement payment for advertising that has already run. A \$5.00 processing fee will be assessed for customer refunds. A finance charge of 1.5% per month (18% APR) will be charged on all balances over 60 days past due. All bank returned checks will result in a non-refundable \$30 fee assessed on your account. Any claims of error or discrepancies in invoices must be reported in writing to Tulsa World within 10 days from the date of such invoice.

Beginning February 3, 2020 ad production charges will accompany all ads created by the Tulsa World design team. Charges will vary depending on size. Please see your sales consultant for more information.

**Invoice and Statement of Account**

\*UNAPPLIED AMOUNTS ARE INCLUDED IN TOTAL AMOUNT DUE

CURRENT AMOUNT DUE	30 DAYS	60 DAYS	OVER 90 DAYS	*UNAPPLIED AMOUNT	TOTAL AMOUNT DUE
\$446.00	\$0.00	\$0.00	\$0.00		\$446.00

BILLING DATE	BILLING PERIOD	BILLED ACCOUNT #	ADVERTISER CLIENT #	ADVERTISER/CLIENT NAME
8/30/2020	08/03/2020 - 08/30/2020	1023339	1023339	CITY OF TULSA GRANTS ADMINISTR

PLEASE DETACH AND RETURN THIS PORTION WITH YOUR REMITTANCE. MAKE CHECKS PAYABLE TO **Tulsa World**

B

BILLED ACCOUNT #	ADVERTISER / CLIENT NAME		
1023339	CITY OF TULSA GRANTS ADMINISTR		
CURRENT AMOUNT	30 DAYS	60 DAYS	OVER 90 DAYS
\$446.00	\$0.00	\$0.00	\$0.00
BILLING PERIOD	TOTAL AMOUNT DUE		
08/03/2020 - 08/30/2020	\$446.00		

**Billing Account Name and Address**

Check here for change of address (see reverse for details)

**Remittance Address**

CITY OF TULSA GRANTS ADMINISTRATION DEPARTMENT  
ATTN: RHYS WILLIAMS  
175 E. 2ND STREET STE 480  
FORT WORTH TX 76102

TULSA WORLD  
PO BOX 26945  
RICHMOND, VA 23261-6945





STEPHEN PINGRY, TULSA WORLD

Tulsa Mayor GT Bynum speaks at Thursday's COVID-19 update in Tulsa. He said other communities need to set mask requirements to protect the capacities of hospitals in the Tulsa area.

## Bynum wants help from state

He is calling for more local governments to issue mandates

COREY JONES  
Tulsa World

Mayor G.T. Bynum on Thursday reiterated his desire for more local governments to implement mask mandates or for the state to step in and do so to help hospitals.

"Our hospitals here in Tulsa do not just serve people that live in the city of Tulsa," Bynum said during a news conference in addressing the reports issued by the White House Coronavirus Task Force. "They serve the people that live in this entire part of the state of Oklahoma and I think that when our first and foremost concern is protecting the capacity of those hospitals to save lives, it shouldn't just be on the citizens of Tulsa to protect that capacity."

Since Aug. 2, the White House task force has recommended a statewide masking mandate in Oklahoma. Its first report, dated June 29, recommended ensuring public use of masks in "all current and evolving hot spots."

Notably in the Tulsa metro, Broken Arrow — with a population of more than 100,000 — is without a mask requirement and is making up "a larger and larger portion of the county's total cases," according to Tulsa Health Department Executive Director Bruce Dart a week ago.

The latest White House report diverges slightly in

that it recommends a mask requirement for counties experiencing 20 new cases per 100,000 people last week. There were 26 counties in the yellow zone (10 to 100 cases per 100,000 population) and 20 counties in the red zone (greater than 100 cases per 100,000 population).

Gov. Kevin Stitt has resisted implementing any sort of mask mandate statewide, saying enforcement would be problematic and that he prefers those decisions stay local.

Stitt's office didn't respond Wednesday to Tulsa World questions about the White House reports.

Interim State Health Commissioner Lance Frye responded to Tulsa World questions late Wednesday.

The World asked Frye — as the top public health official in the state — what his recommendation is to the governor regarding the White House's advice to install a statewide masking order.

Frye responded that he stresses each week the importance for Oklahomans to take preventative measures to protect themselves and others, which include wearing a face covering and regularly washing hands.

"Currently 16 cities enacted face covering requirements after OSDH issued guidance in early July to strongly recommend this practice in orange counties," Frye wrote. "Their local governance actions represent roughly 40% of the State's population and in the most densely populated regions."

Frye said Oklahoma communities vary widely on population and risk, which

is why providing robust county-level data is a priority.

However, the state until Aug. 18 didn't share the task force reports with local health departments nor governments. The state didn't put them out publicly until Aug. 24 — nearly two months after the first one.

Two editions — July 14 and Aug. 16 — were leaked publicly through the non-profit newsroom Center for Public Integrity, sparking questions from journalists and concerns from public officials and state residents.

The mayor, in explaining his desire Thursday for a broader masking mandate in Oklahoma, said the state early in its response took localized action by closing non-essential businesses in counties that saw disease spread.

He said he appreciates that Stitt must weigh regulations that affect an apartment dweller in a densely populated metro with that of a lone rancher living on 500 acres in the panhandle.

"That was a really good way to break it out into those areas where it was applicable and not be putting a regulatory burden on those areas that didn't see or feel the presence of a threat yet," Bynum said. "So that could be an option if neighboring communities around here just won't do it."

"That's another person who could, would be the governor, after that kind of an action."

Corey Jones  
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Twitter: @JonesingToWrite

ing in the early part of the third phase of the pandemic.

He explained that Phase 1 was the pandemic's start and the aggressive action to shut down to help keep the health care system from collapsing. Phase 2 was handling the state's reopening, which he said Tulsa did "really well" for about four weeks and "not so well" for the following six weeks.

Locally, Bynum said, the city recalibrated and recovered with an important lesson learned during Phase 2.

"We have to keep our hands on the steering wheel here in Tulsa. We can't rely on anybody else to be making the decisions for us," Bynum said. "We've got to be focused on doing it here in Tulsa, working with the Health Department and with our health care system to manage it to the best of our ability here in Tulsa — something I thought we did very well in Phase 1."

"We realized we should have been doing a better job of it in Phase 2, and I think we are doing a good job of it now in Phase 3."

Interim State Health Commissioner Lance Frye, in a late Wednesday email to the Tulsa World, responded to a question about what his advice is to Gov. Kevin Stitt regarding the White House recommendations to close bars and restrict indoor dining in yellow and red zone counties and municipalities.

Frye said he encourages

Oklahomans to "know their own risk" and take steps as warranted to protect themselves.

"We are encouraging people to limit social gatherings and to consider take out" rather than eating in restaurants, Frye wrote. "We continue to monitor regularly our data and put forth recommendations for different risk levels, and I am not opposed to adjusting recommendations as the situation warrants it."

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Twitter: @JonesingToWrite

# Back to class: Despite virus surge, Europe reopens schools

ANGELA CHARLTON  
Associated Press

PARIS (AP) — A mother and her three children scanned the school supplies in a Paris supermarket, plucking out multicolored fountain pens, crisp notebooks — and plenty of masks. Despite resurgent coronavirus infections, similar scenes are unfolding across Europe as a new school year dawns.

Virus or no virus, European authorities are determined to put children back into classrooms, to narrow the learning gaps between haves and have-nots that deepened during lockdowns — and to get their parents back to work.

Facing a jump in virus cases, authorities in France, Britain, Spain and elsewhere are imposing mask rules, hiring extra teachers and building new desks and classrooms.

While the U.S. back-to-school saga has been politicized and chaotic, with a hodgepodge of fast-changing rules and a backlash against President Donald Trump's insistence on reopening, European governments have faced less of an uproar.

And even though the virus has invaded classrooms in recent days from Berlin to Seoul, and some teachers and parents warn that their

schools aren't ready, European leaders from the political left, right and center are sending an unusually consistent message: Even in a pandemic, children are better off in class.

France's prime minister promised Wednesday to "do everything" to get people back to school and work. British Prime Minister Boris Johnson called reopening schools a "moral duty," and his government even threatened to fine parents who keep kids at home. Italy's health minister abruptly shut down discos this month with one goal in mind — "to reopen schools in September in complete safety."

As both a parent and a teacher, Mathieu Maillard has plenty to worry about before French schools reopen Tuesday. The number of virus infections per 100,000 people has grown five-fold in France in the last month.

How will his 5-year-old daughter keep a safe distance from friends she's so excited to see for the first time in six months? How will he gain the trust of his high school students, from one of Marseille's roughest neighborhoods, if he has to police their mask use?

But overall, Maillard thinks it's time to go back. School "has to start up again at some point," he says. "The

health risk exists, but the risk of not putting children in school is even bigger."

During lockdown, he said, some students never joined his online French literature classes. Some had no place to work, or no computers, just telephones that they used to send blurry photos of handwritten work.

"Our students really, really need school," he said. For those growing up in an environment plagued with violence and drugs, school "is a place where they can breathe."

Unlike the U.S., many European schools reopened at the end of the last term, offering lessons for the fall.

Among measures in place: hand-washing stations, one-way corridors, staggered starts and rolling lunch times. Some regions are giving out free laptops in case of new lockdowns. Many countries require masks in school, but rules vary on where to wear them and from what age.

In southeast London, father of three Mark Davis is looking forward to schools reopening in early September but is vexed about what will happen if there's a new virus wave.

"Everyone is gunning for this (return to school), but it's not good just hoping for the best," he said. "Plans need to be put in place."



MIKE SIMONS, TULSA WORLD

Sen. James Lankford hugs Reuben Gant of the John Hope Franklin Center for Reconciliation after a news conference to name John Hope Franklin Reconciliation Park to the African American Civil Rights Network on Thursday. Lankford praised Franklin, calling him "truly a champion for civil rights."

## Park

From A1

honesty and dialogue that reconciliation and true and lasting changes can come."

Deputy Mayor Amy Brown said Mayor G.T. Bynum's first staff meeting was at John Hope Franklin Reconciliation Park "because it is a physical reminder of our purpose to renew a spirit of high expectations."

State Sen. Kevin Matthews, D-Tulsa, chairman of the Race Massacre Centennial Committee, said the John Hope Franklin Center and Park "started this work long before we even thought" about the centennial.

Gant acknowledge the center's chairman, Julius Pegues, and said the park

and its sculptures symbolize and recognize that "monuments and memorials don't just serve the project of remembrance. They re-enforce the power and possibility of

the present."  
Randy Krehbiel  
918-581-8365  
randy.krehbiel@tulsaworld.com  
Twitter: @rkrehbiel

## Mayor

From A1

If there are repeated outbreaks from larger functions, Dart said, he will discuss with local leaders a potential gathering limit, but "at this juncture we don't feel that's needed," he said.

Dart recommended that schools hosting football games limit fan occupancy to no more than 25% and follow the three Ws everyone should practice in public: wear a mask, watch your distance and wash your hands.

He applauded businesses that have adopted COVID-19 models to more safely serve customers.

The Tulsa Health Department has completed the review process on 90 COVID-19 safety plans, with five in the queue for review. Anyone can submit a safety plan to covid-19plans@tulsa-health.org.

"We work with businesses to help them stay open," Dart said. "The last thing that we want to see is businesses shut down again."

"Our liaison officer has been doing an excellent job answering emails and phone calls with questions about recommendations for youth sports, local public and private schools, universities, local events and venues, restaurants, community organizations and faith groups."

Bynum characterized Tulsa and Oklahoma as be-

## NOTICE OF PUBLIC HEARING

The HUD Community Development Committee for the City of Tulsa will hold a Program Year 2019 Consolidated Annual Performance and Evaluation Report (CAPER) Public Hearing, and a Program Year 2021 Needs Assessment Public Hearing, on September 10, 2020 at 5pm via video conference. Details are available on the City's website. (Refer to link listed below.)

The purpose of the Public Hearing is to consider the Draft PY19 CAPER and to solicit comments from Tulsans to prioritize the needs for Program Year 2021 in accordance with the goals

set forth in the approved City of Tulsa Five-Year Consolidated Plan. Information presented to the Committee will be used to set priorities for Program Year 2021. The 2020-2024 Consolidated Plan and PY19 Draft CAPER are available on the City's website:

<https://www.cityoftulsa.org/government/departments/finance/grants/plans-and-reports/>

### Gilbert's

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STORM DAMAGE SPECIALIST

**MISCELLANEOUS  
INVOICE PAYMENT  
REQUEST**

Munis Workflow Dept: **RFAIN**

Department: 12

Date: 4/6/2021

**Affidavit**

- Not Applicable
- Attached for invoice over \$25,000

**MUNIS VENDOR NUMBER**

557

**Vendor Name and Address**

Tulsa World  
PO Box 26945  
Richmond, VA 23261-6945

**Special Handling**

- Wire Transfer
- Will pick up

**Emergency Purchase**

- Not Applicable
- Report of Emergency Purchase attached

**ALLOCATION CODE (IF APPLIES):**

**INSTRUCTIONS:**

This form is only for use for a payment of an invoice where Mayoral approval is required to make the payment. The Mayor will make the approval through an alternate MUNIS workflow. Do not submit this form or an RFA to the City Clerk's Office.

After obtaining the Department Head's (or designee) signature, submit this form, the invoices, and any required documentation to Accounts Payable which will initiate the MUNIS workflow for Mayoral approval.

PROJECT EXP. STRING – IF APPLIES	ORG	OBJECT	AMOUNT
	1 0 0 1 2 4 4	5 3 1 1 0 1	5 9 . 2 8
2 1 5 9 F R 0 0 0 1 . O t h S v s . A d v e r t . A d m i n	2 0 0 0 1 2 4 4	5 3 1 1 0 1	6 2 1 . 2 2
2 1 5 9 F R 0 0 3 0 . O t h S v s . A d v e r t . A d m i n	2 0 0 1 1 2 4 4	5 3 1 1 0 1	1 7 9 . 7 0

**INVOICE NUMBER/DESCRIPTION**

Invoice#02/01/2021-02/28/21  
2/17/21 Tulsa World ad for Annual Action Plan/Notice of Public Hearing

**Reason for Miscellaneous Invoice Payment Request**

There was not a contract with this vendor at the time the charges incurred. Notice is required by HUD to be posted.

**Approvals**

Prepared by: Kim Howe

Approved by  
Department Head:

Date: 4/6/2021

Email.: khowe@cityoftulsa.org

Date:

DATE	TRANSACTION NUMBER	DESCRIPTION	PRODUCT	SAU SIZE	BILLED UNITS	TIMES RUN	AMOUNT
01/31		Balance Forward					223.00
02/18-02/18	10000689980-0218	feb print / City of Tulsa Admin Ad	TW Tulsa World	3.00 x 10.4000	31.2	1	860.20
02/25-02/25	10000690757-0225	Rhys Williams / COMBINED FONSI RROF	TW Tulsa World	2.00 x 130Lines	260	1	166.40
		Previous Amount Owed: 223.00 New Charges This Period: 977.60 Cash This period: 0.00 Debit Adjustments This Period: 49.00 Credit Adjustments This Period: 0.00					

Please note your account on your payment and send to the remittance address below to ensure timely processing. Payment is due the 15th of the month. Lee BHM Corp accepts cash, check, credit card, and ECP/ACH for statement payment. Payment information is not accepted in email or voice mail. A \$5.00 processing fee will be assessed for customer refunds. A finance charge of 1.5% per month (18% APR) will be charged on all balances over 60 days past due. All bank returned checks will result in a non-refundable \$30 fee assessed on your account. Any claims of error or discrepancies in invoices must be reported in writing to publisher within 10 days from the date of such invoice.

**Invoice and Statement of Account**

\*UNAPPLIED AMOUNTS ARE INCLUDED IN TOTAL AMOUNT DUE

CURRENT AMOUNT DUE	30 DAYS	60 DAYS	OVER 90 DAYS	*UNAPPLIED AMOUNT	TOTAL AMOUNT DUE
\$1,026.60	\$0.00	\$0.00	\$223.00	\$0.00	\$1,249.60

BILLING DATE	BILLING PERIOD	BILLED ACCOUNT #	ADVERTISER CLIENT #	ADVERTISER/CLIENT NAME
2/28/2021	02/01/2021 - 02/28/2021	1023339	1023339	CITY OF TULSA GRANTS ADMINISTR

PLEASE DETACH AND RETURN THIS PORTION WITH YOUR REMITTANCE. MAKE CHECKS PAYABLE TO **Tulsa World**

A



PO Box 1770, Tulsa, OK 74102-1770

**Billing Account Name and Address**

CITY OF TULSA GRANTS ADMINISTRATION DEPARTMENT  
ATTN: RHYS WILLIAMS  
175 E. 2ND STREET STE 480  
FORT WORTH TX 76102

BILLED ACCOUNT #	ADVERTISER / CLIENT NAME		
1023339	CITY OF TULSA GRANTS ADMINISTR		
CURRENT AMOUNT	30 DAYS	60 DAYS	OVER 90 DAYS
\$1,026.60	\$0.00	\$0.00	\$223.00
BILLING PERIOD	TOTAL AMOUNT DUE		
02/01/2021 - 02/28/2021	\$1,249.60		

Check here for change of address (see reverse for details)

**Remittance Address**

TULSA WORLD  
PO BOX 26945  
RICHMOND, VA 23261-6945





MICHAEL NOBLE JR., TULSA WORLD

Water bubbles up from a broken water main on East 31st Street in Tulsa on Monday. As of Tuesday, the city had 132 water lines in need of repair.

## Water

From A1

going to shut off the water supply citywide are “absolutely not true,” he said Tuesday night.

Only residents whose water lines are being repaired will see service interruptions as crews work to repair those lines, the city reiterated.

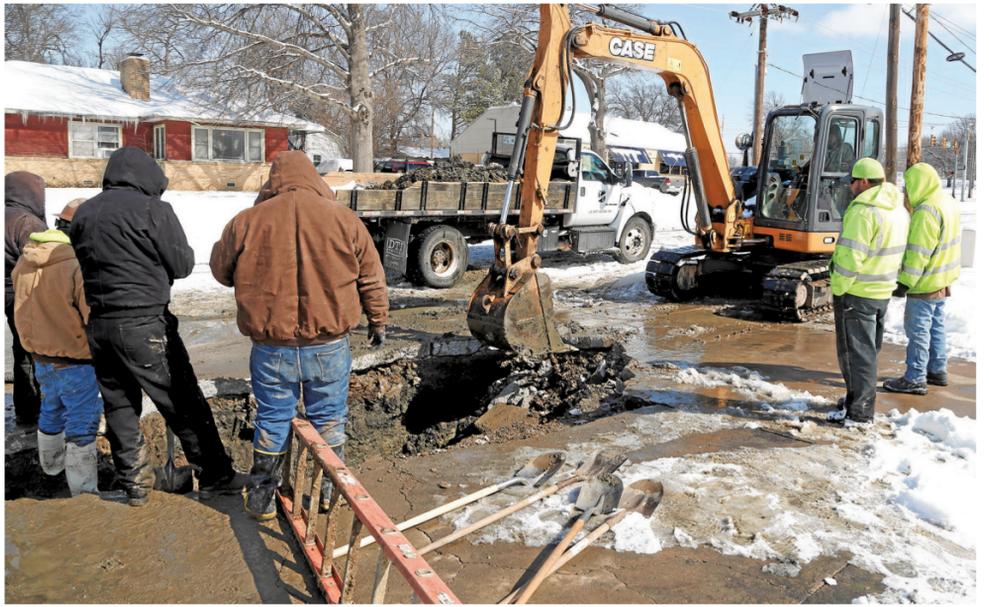
Once crews are able to arrive at a break, it can take four to six hours to make a repair on site, and customers could anticipate about a day having to go without water due to localized line breaks, said Clayton Edwards, director of wa-

ter and sewer for the city of Tulsa.

Edwards said those customers whose water pressure would be “valved down,” or have water pressure reduced, during repairs are given notice to be able to prepare. He said no other residents should need to take measures like filling bathtubs.

The measures taken to valve down to prevent broken lines from continuing to leak has helped improve water levels at the 61st and Sheridan tank, Edwards said.

The city said it can’t provide repair times due to the number of breaks, but it said all available crews are in the field working “around the clock to repair as



STEPHEN PINGRY, TULSA WORLD

TG Excavating crews work on repairing a water main at 36th Street and Yale Avenue in Tulsa on Wednesday.

many breaks as possible” to allow storage levels to rise.

The city asks residents and businesses in the meantime to help conserve water, keep faucet drips “very slow” and be patient as crews work to make repairs.

“Keep your water usage to consumption only, such as for cooking, getting drinking water, using the toilet, and letting the water drip to keep it circulating in your pipes,” the release states.

The number of broken water lines in this short amount of time is more than the city has seen in its history, the city said.

A list of Tulsa’s active waterline breaks can be found at [cityoftulsa.org/breakboard](http://cityoftulsa.org/breakboard).

In his Facebook post, Bynum said that although not all Tulsa residents will be affected, all residents can help alleviate the problem by:

“1. Please be prepared in case

your water line does break. Have water stored for your use in case your line is shut down for repair.

“2. Help conserve our water while these lines are being repaired by keeping faucet drips very slow.

“3. If you see water line repair crews out there working, please thank them. They are having to do a difficult, wet job in terrible weather conditions – and they’re working as quickly as they can to get each line fixed.”

## Winter

From A1

has requested a federal disaster declaration.

“(Tuesday) President Biden pledged the federal government’s support for Oklahoma when we spoke by phone,” Stitt said in a statement Wednesday. “I am now urging the President and his administration to act quickly and deliver on our request to help Oklahomans recover from this historic storm.”

“The combination of nearly two weeks of record-breaking low temperatures, heavy snow and freezing rain has had significant impacts on communities across the state,” said Oklahoma Department of Emergency Management and Homeland Security Director

Mark Gower.

If approved, the disaster declaration would allow for reimbursement to cities, counties and tribes for costs of eligible emergency protective measures related to mass care and sheltering operations through FEMA’s public assistance program.

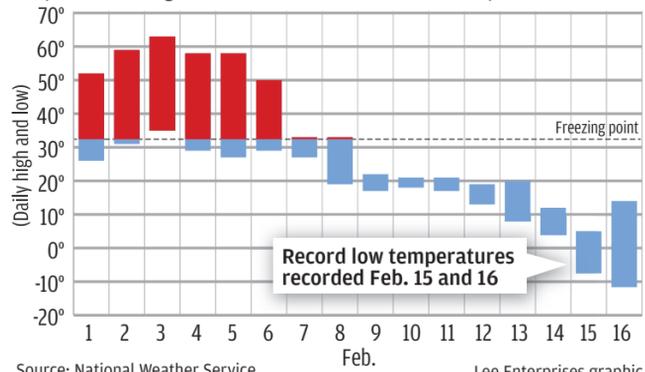
It would also authorize federal resources to assist state and local governments as they continue to respond to the widespread winter weather event, according to a state news release.

PSO and OG&E reported electrical power outages across the state earlier this week as the winter storms raged and energy conservation efforts took place.

The Southwest Power Pool, an electricity balancing market for a 17-state region that includes Oklahoma, announced a downgrade

## Tulsa’s deep freeze

Temperature changes recorded at Tulsa International Airport since Feb. 1.



Source: National Weather Service

Lee Enterprises graphic

of the energy emergency alert to Level 1 on Wednesday, then raised it to Level 2 on Wednesday night.

At Level 3, SPP requests member power companies start controlled power outages, or rolling black-

outs.

An end to the wintry weather is in sight, said Michael Bowlan, a meteorologist at the National Weather Service in Tulsa.

“The light at the end of the tunnel of this prolonged Arctic outbreak is near as the last round of snow moves out of the area this afternoon,” Bowlan said Wednesday.

The winter storm warnings for most of Oklahoma were canceled Wednesday afternoon, and by Saturday, temperatures will be solidly above freezing. Hodges said Saturday’s high is expected to be close to 40 degrees.

“Temperatures will really begin to warm on Monday into the middle of next week,” Bowlan said. “Temperatures could warm well into the 60s, bringing a welcome relief after this record cold snap.”

### CITY OF TULSA – PUBLIC NOTICE NOTICE OF AVAILABILITY

#### PROGRAM YEAR (PY) 2021 ANNUAL ACTION PLAN

The City of Tulsa’s Draft PY 2021 Annual Action Plan will be available for a 30-day public review and comment period from March 5, 2020 through April 4, 2020. The Second Year Annual Action Plan serves as the application to the U. S. Department of Housing and Urban Development (HUD) for funds under the Community Development Block Grant (CDBG), HOME Investment Partnership Program (HOME), Emergency Solutions Grant (ESG), and Housing Opportunities for Persons with AIDS (HOPWA) program.

The Second Year Annual Action Plan will be available for review on the City of Tulsa website at <https://www.cityoftulsa.org/government/departments/finance/grants/plans-and-reports/>. No physical copies will be available at this time due to ongoing concerns to prevent the spread of the coronavirus. All comments should be directed in writing to the attention of Grant Administration at 175 E 2nd Street, Suite 1560, Tulsa OK 74103, or by e-mail to [grantsadmin@cityoftulsa.org](mailto:grantsadmin@cityoftulsa.org).

#### NOTICE OF PUBLIC HEARING

The HUD Community Development Committee for the City of Tulsa will hold a Public Hearing to comment on the City of Tulsa’s Draft Program Year 2021 Annual Action Plan via videoconference on Thursday, March 11, 2021 at 5:00 p.m. The meeting link will be available on the City’s website at <https://www.cityoftulsa.org/government/meeting-agendas/>.

Interested persons are urged to attend and be heard. If you are unable to attend, all comments should be directed in writing to the attention of Grant Administration at 175 E 2nd Street, Suite 1560, Tulsa OK 74103, e-mail to [grantsadmin@cityoftulsa.org](mailto:grantsadmin@cityoftulsa.org).

*Reasonable accommodations will be made in compliance with the Americans with Disability Act of 1990 for those with disabilities or those who require an interpreter for languages other than English.*

*Please contact [grantsadmin@cityoftulsa.org](mailto:grantsadmin@cityoftulsa.org) to request accommodations.*

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# **Appendix I**

## **Meeting Minutes**





**HOUSING AND URBAN DEVELOPMENT (HUD)  
COMMUNITY DEVELOPMENT COMMITTEE (CDC)**

**MINUTES OF MEETING**

September 10, 2020, 5:00 p.m.

City Hall, 175 E. 2<sup>nd</sup> St., Tulsa, OK 74103  
2<sup>nd</sup> Floor City Council Chambers

**Members Present:**

Calvin Moniz (Chair), Robert Winchester (Vice-Chair), Michael Kraft, Dennis Whitaker, James Willis, Julie Miner, Kandy Whitley-White

**Ex officio Present: None**

**Others Present:**

Gary Hamer, Rhys Williams, Kim Howe, Judy Gillaspie, Brent Isaacs, Suzy Sharp, Donna Matthews, Jeff Jaynes, Drew France

1. Call to Order  
Calvin Muniz, Chair, called meeting to order at 5:00 p.m.
2. Chair's Introduction and Remarks  
Committee introductions were made.
3. Approval of Minutes from 2/4/20, 2/6/20 and 3/12/20 meeting.  
Robert Winchester moved to approve minutes, seconded, Dennis Whitaker.  
Motion carried unanimously.
4. PY2019 CAPER Presentation, with CARES funds addendum, by Judy Gillaspie.
5. Motion to enter Public Hearing by Robert Winchester, seconded, Michael Kraft.  
Motion carried unanimously.
6. Public Comments - No additional comments
7. Motion to exit Public Hearing by Robert Winchester, seconded, Julie Miner.  
Motion carried unanimously.
8. 2020-2021 Needs Assessment Presentation by Judy Gillaspie
9. Motion to enter Priority Needs Public Hearing by Robert Winchester, seconded, Michael Kraft. Motion carried unanimously.
10. Staff from DVIS and Youth Services Tulsa spoke on needs for the homeless being high because of Covid-19. Additional written comments were added to the public record.
11. Motion to exit Public Hearing by Dennis Whitaker, seconded, James Willis.  
Motion carried unanimously.

12. 2020-2021 Priority Needs recommendations by Rhys Williams.
13. Jeff Jaynes, Restore Hope, spoke on rental assistance and evictions
14. Adjournment at 5:47 p.m.



## HOUSING AND URBAN DEVELOPMENT (HUD) COMMUNITY DEVELOPMENT COMMITTEE (CDC)

### MINUTES OF MEETING

February 9, 2021, 4:00 p.m.

City Hall, 175 E. 2<sup>nd</sup> St., Tulsa, OK 74103

10<sup>th</sup> Floor North Conference Room/GoToMeeting

#### **Members Present:**

Calvin Moniz (Chair), Robert Winchester (Vice-Chair), Dennis Whitaker, James Willis, Julie Miner, Ryan Lynch

**Ex officio Present:** Mykey Arthrell-Knezek

#### **Others Present:**

Gary Hamer, Rhys Williams, Judy Gillaspie, Suzy Sharp, Angela Letzig, Amy James, Ashlie Casey, Audrey Schwyhart, Bill Copeland, Brant Pitchford, Brent Isaacs, Christine Hamner, Christopher Linder, Colleen Mansur, Deisy Ramirez, Diana Emerson, Donna Mathews, Drew France, Gail Harrison, Greg Shinn, Janet Pieren, Jeff Jaynes, Jeni Dolan, Jennifer Butler, Jennifer Hudwalker, Jenee Day, Karen Pennington, Kate Parker, Kelvin Bonner, Kimberly Jackson, Krisann Diaz, Gary McColpin, Michelle Reagor, Nikki Sharp, Pam Dose, Pamela Ballard, Pat Connelly, Phyllis, Danley, Rachel Brabham, Rachel Griffin, Renee Sites, Rochelle Klein, Rose Washington, Sara Cherry, Sara Framel, Sarah Tirrell, Terry Ball, Toni Griffey, Zoe Cauley

1. Call to Order  
Calvin Moniz, Chair, called meeting to order at 4:02 p.m.
2. Chair's Introduction and Remarks  
Committee introductions were made.
3. Approval of Minutes  
Motion to approve the 9/10/2020 meeting minutes by Mr. Winchester, Mr. Whitaker seconded, motion carried unanimously.
4. Facilitator's Report  
Pat Connelly, PY21Facilitator, presented his report on grant processes conduct for Program Year 21. The Committee had no questions.  
.
5. City set-asides recommendations and allocations presented by Mr. Williams.  
Motion to approve by Mr. Winchester, seconded by Ms. Miner, motion carried unanimously.
6. HOPWA allocations presented by Mr. Williams – No application was required.  
This is the 2<sup>nd</sup> year renewal. Motion to approve by Mr. Willis seconded by Mr. Winchester, motion carried unanimously.

7. Review of ESG Applications and allocation recommendations presented by Mr. Williams. Motion to approve by Mr. Winchester, seconded by Mr. Whitaker, motion carried unanimously.
8. Review of HOME applications and allocation recommendations presented by Mr. Williams. Motion to approve by Mr. Whitaker, seconded by Mr. Lynch, motion carried unanimously.
9. Review of CDBG applications and allocation recommendations presented by Mr. Williams. Physical and Economic Development projects was provided. Funding was recommended similar to previous years. Available funds were not adequate to fund the homeowner rehabilitation project delivery submitted by Housing Partners, so it was not recommended for funding. CDBG Essential Services was discussed next. Several scenarios were provided, and funding levels were based on scores. Several committee members liked scenario 1 best as they felt funding the Morton Transportation project was important. A representative from the Community Service Council asked if an explanation of the process used to reach these recommendations could be provided; Chairperson Calvin Moniz gave a brief overview of the process. Recommendations for CDBG Physical Projects and Economic Development were approved and Essential Services Scenario 1 was approved. Motion to approve by Mr. Winchester, seconded by Mr. Lynch, motion carried unanimously.
10. Program Year 21 Contingencies presented by Mr. Williams. Motion to approve by Mr. Lynch, seconded by Mr. Willis, motion carried unanimously.
11. Final approval of Program Year 21 allocations and contingencies. Motion to approve by Mr. Winchester, seconded by Mr. Lynch, motion carried unanimously.
12. Adjournment at 5:46.



## HOUSING AND URBAN DEVELOPMENT (HUD) COMMUNITY DEVELOPMENT COMMITTEE (CDC)

### MINUTES OF MEETING

March 11, 2021, 5:00 p.m.  
City Hall, 175 E. 2<sup>nd</sup> St., Tulsa, OK 74103  
2<sup>nd</sup> Floor Council Room/GoToMeeting

#### **Members Present:**

Calvin Moniz (Chair), Robert Winchester (Vice-Chair), Dennis Whitaker, Kandy Whitley-White, Michael Kraft

#### **Ex officio Present: None**

#### **Others Present:**

Gary Hamer, Rhys Williams, Judy Gillaspie, Jane Dale, Susan Kenny. Ashlie Casey, Carla Coats, Angela Letzig, Brent Isaacs, June Beartusk, Tim Newton, Donna Mathews, Suzy Sharp, Sherrie Wright

1. Call to Order  
Mr. Moniz, Chair, called meeting to order at 5:08 p.m.
2. Chair's Introduction and Remarks  
Committee introductions were made.
3. Approval of Minutes  
Motion to approve the 2/09/2021 meeting minutes by Mr. Whitaker, Mr. Winchester seconded, motion carried unanimously.
4. Program Year 21 Annual Action Plan presentation by Ms. Gillaspie.
5. Discussion on potential allocation changes from Mr. Williams.  
Recommendations were approved by the mayor and sent to the City Council. The City Council is in discussions about changes to CDBG.
6. Motion to enter Public Hearing for the 2021 Program Year Annual Action Plan by Mr. Winchester, seconded by Mr. Whitaker, motion carried unanimously.
7. Public Hearing - No comments
8. Motion to exit Public Hearing by Mr. Winchester, seconded by Mr. Kraft, motion carried unanimously.
9. Comments – Brief discussion on amount of funding that might be redistributed by the City Council through the next round of the CARES Act.
10. Adjournment at 5:36 p.m.