

Nashville-Davidson County Continuum of Care (CoC)

INITIATIVES EFFICIENCY MEETING MINUTES

DATE: JULY 23, 2025

LOCATION: Oasis Center

TIME: 1PM

FACILITATORS	Alyssa Fernandez, Oasis Center
RECORDED BY	Raquel de la Huerga, OHS Continuum of Care Manager
ATTENDANCE	Alyssa Fernandez (Oasis Center, HPC), Raquel de la Huerga (OHS), Liz Mallard (HPC), Raven Nye (The Contributor), Nelson Guillen (NOAH), Giovanni Achoe (MSS), Ares Miller (VUMC), Tim Leeth, Allison Cantway (OHS), April Calvin (OHS)

AGENDA ITEM	DISCUSSION
GRIEVANCE PROCEDURE MAPPING	Chair Alyssa Fernandez presented a tool called Plectica that she thought could be useful for creating a grid of grievance pathways. The grid works by mapping who the grieving party is, who they might be grieving with, and what the pathway would be. The group explored potential categories to add. The list of grieving parties listed were: • Service Recipient (e.g. clients receiving services) • CoC Member • CoC-funded Agency • General Public The list of parties that could have matters grieved with were: • Collaborative Applicant • Coordinated Entry Lead • HMIS Lead • CoC Funded Agency • Homelessness Planning Council/HPC Member • CoC Committee/Chair/Member • Performance Evaluation Committee Tim Leeth noted that it might be worth adding the general public as a grieving party. The group discussed situations where the public would need a formal pathway. Tim provided an example of the general public wanting to grieve violations of state laws. Attendees went through the full grid to outline potential avenues for grievances based. The following are listed based on who the grievance is with: Collaborative Applicant • All grievances with the Collaborative Applicant can be brought to the attention of the Performance Evaluation Committee, which serves as their oversight committee. Coordinated Entry • All grievances regarding Coordinated Entry (both the process and the CE Lead) can be brought to the attention of the Coordinated Entry Oversight Committee.

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HMIS

- All grievances regarding Coordinated Entry (both the database, HMIS users, and the HMIS Lead) can be brought to the attention of the Coordinated Entry Oversight Committee.

CoC Funded Agency

- Service recipients would first utilize the agency's grievance process (which they are required to maintain and disclose). If the service provider violated a particular policy (HUD regulations, discrimination of protected class), the matter could be brought to the attention of the Collaborative Applicant.
- Complaints against funded agencies were found to not be applicable (N/A) for CoC members, other CoC-funded agencies, and the general public.

Homelessness Planning Council

- Public comments could be made by any of the grieving parties.
- HPC members could utilize Robert's Rules of Order if there is a conduct violation from another HPC member. Attendees suggested that a Cheat Sheet of Robert's Rules of Order be provided to all CoC members for reference and to host a training on Robert's Rules of Order with a parliamentarian.
- Grievances regarding the Homelessness Planning Council's funding decisions could be made via public comment with the Performance Evaluation Committee or the Homelessness Planning Council.

CoC Committee/Chair/Member

- Service recipient – N/A
- CoC Member – Robert's Rules of Order used to address conduct violations. Repeated violations could lead to removal or corrective/disciplinary action. Attendees noted that Robert's Rules has options for removal and that the Charter could be strengthened to clarify corrective actions. The Charter currently outlines a process for the chair to initiate the removal of a member with a majority vote from the body. That decision would then need to be brought to the Executive Committee. If the issue is with the chair, a vote of no confidence could be made.
- CoC-funded Agency – N/A
- General Public – Public Comment

Performance Evaluation Committee Funding Decisions

- Service Recipient – N/A
- CoC Member & CoC Funded agency – Appeals Panel
- General Public – Public Comment

Attendees suggested to create a flow chart or digestible overview of the grievance pathways and have members sign that they understand the grievance process.

Grievance Forms

- The draft form created by Raven could be used for interpersonal issues within the CoC. The form could live on the CoC website and based on the Grievance Grid would be passed to the appropriate entity to review the grievance.

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	Attendees outlined three things that allow a grievance to escalate: 1) violation of the code of conduct; 2) violation of federal regulations; and 3) discrimination of a protected class. Attendees suggested to look at potential strategies for repeated incidences and/or how to respond to issues of varying severity. Attendees noted that any place where “N/A” is listed on the grid could be handled via an alternative solution or public comment. Some alternative solutions could include: • Grievance Form reviewed by the Executive Committee to determine next steps • Third Party Mediation • Grievance Review Panel • Restorative Justice Practitioners
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