

Nashville-Davidson County Continuum of Care (CoC)

INITIATIVES EFFICIENCY MEETING MINUTES

DATE: AUGUST 4, 2025

LOCATION: Oasis Center

TIME: 2:30PM

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 Vice Chair), Raven Nye (The Contributor), Nelson Guillen (NOAH), Steve Reiter, Ares Miller (VUMC), Tim Leeth,

AGENDA ITEM	DISCUSSION
INTRODUCTION	Liz Mallard requested to be an official member. Raquel and Alyssa will work on getting the tentative members taken to the new HPC Chair, Rico X.
GRIEVANCE PROCEDURES	Alyssa shared the Grievance Grid that was drafted on July 23th, which helped to map all the potential pathways for grievances. Steve noted that the Grievance Grid indicates that the three oversight committees would be able to field grievances with the lead entities. Steve questioned whether it is within the capacity of the oversight committees. Steve also suggested that grievances could be brought to the General Membership since they have the authority to designate the lead entity. Attendees noted the following topics needing to be addressed in the Charter: • Public comments – to allow a public comment period at the beginning of all meetings and not just those with action items on the agenda • Clarify responsibilities for who would receive or review grievances. Steve noted the need to have a Grievance Process that allows both parties to share their side of the story rather than letting rumors spread within the CoC. Steve suggested that challenges could be fielded with the Homelessness Planning Council or the General Membership. Attendees noted that not being able to provide anonymity could prevent people from coming forward with grievances. Steve noted that there might be severe situations such as sexual assault might require anonymity, however, other members noted that level of severity would be handled with law enforcement. Grievance Form Members noted needing to have enough space on the form for someone to write 250 words in each field. Tim asked who would review the Grievance Form. The Task Force has previously discussed that the form would be on the CoC website and could either be reviewed by staff, Executive Committee, or a new Grievance Panel. Steve noted a desire to approach Chancellor Anne Martin to see if she could review grievances. Steve shared a desire to have a fair third party. Tim noted that it could be a conflict of interest if Chancellor Martin could be responsible for hearing concerns between the CoC and state law (e.g. Open Meetings Act). Steve emphasized the need to have someone qualified to review these types of grievances. Alyssa suggested to outline criteria and a process for suggesting a 3rd party mediator. Alyssa asked if it could make sense to have a Review Panel. Steve noted concerns with developing a panel since it is challenging to get people to come together and

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	meet. Steve suggested to have just 1 hearing officer. Tim noted that mediation and arbitration are usually fielded by just one person. Steve noted that HUD emphasizes for issues to be resolved at the local level. Tim suggested for the Executive Committee to receive all Grievance Forms. Liz agreed and suggested that the Executive Committee could determine how the Grievance fits into the Grid. If the grievance is in a N/A category it would either be handled via public comment or via the alternative solutions. Tim and Steve suggested to draft the Grievance Process and put it out for public comment to get input from the General Membership on the front end. Alyssa noted that her plan is to release a draft for review long before the October General Membership meeting. Alyssa outlined the following steps for Grievances: 1. Complainant completes Grievance Form posted to the CoC website 2. Collaborative Applicant staff pull Grievance Forms and send to Executive Committee (at least a week before their meeting) 3. Executive Committee uses the Grievance Grid to determine the correct pathway and assign the Grievance to the responsible committee and/or a 3rd party 4. In the event that a 3rd party is needed, the Executive Committee could utilize the Conflict Resolution Center, a mediator that meets specific criteria, and/or a review panel. 5. Once a determination has been found, the issue could only be appealed or escalated if it was related to a violation of federal law and/or discrimination of a protected class. Alyssa suggested for individuals to receive information after the grievance is submitted for when it will go before the Executive Committee. Steve noted that mediators would only be for situations that need a formal investigation. Nelson offered to reach out to law schools and legal clinics to see if they could provide mediation services. The group could also review Rule 31 mediators. The group reviewed the Grievance Form to determine if any additional changes were needed. Steve suggested to remove the box that asks for specific policies that were violated. Tim noted that question could be valuable and suggested that it could be optional if someone was not sure what policies were violated.
STRATEGIC PLAN	Alyssa shared that there was a meeting with the Housing Opportunities, SWOP, Data, and Initiatives Efficiency. Alyssa noted that it could be helpful to map the Strategic Plan to figure out what types of expertise could be helpful. Alyssa suggested that there could be a blast sent to the listserv to request for assistance. Alyssa offered to ask the chairs for specific assistance.
COMPENSATION	Alyssa noted that paying people with lived experience continues to be a challenge within the community. Tim noted that the topic is a dead horse. Nelson noted that he has advised pursuing compensation outside the CoC and potentially mapping outside funding streams. Nelson also suggested pursuing securing formal employment as peer support and peer navigators. Nelson also noted the need to create a flexible pot of funding for CoC initiatives and to address homelessness.

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NEXT STEPS	• Alyssa will send out an email to invite folks to attend a Grievance Procedures Deep Dive Part 2. • Nelson will reach out to universities and legal clinics. • Alyssa and Raquel will engage committee chairs to ask them for specific support needs. • The Task Force will compile a list of 3rd party mediators.
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