



NV-500 Membership Expressed Concerns

During the October 14, 2024 CoC Board meeting, several CoC Board members requested to receive the list of membership concerns/complaints the Collaborative Applicant has received regarding the recent HUD Technical Assistance (TA) team, Ashley Barker Tolman Shuler (Cloudburst) and Julie McFarland (Private TA Provider).

I wanted to highlight that while our recent TA team has undoubtedly connected well with various providers and stakeholders, it has become evident that their approach is not fostering the level of collaboration and alignment needed across our diverse jurisdictions and service providers. In particular, the perception that their guidance is mandatory rather than supportive has caused some friction in our efforts to maintain equity and balance within our community partnerships.

As we continue navigating challenges, CoC Director, Staff, and Members have expressed how valuable technical assistance is to help our CoC implement HUD programs and policies, and to address housing and community development challenges.

Our goal remains to have TA that fosters an inclusive, unbiased environment while upholding the community's objectives.

Feedback from community members within the CoC have indicated that the recent HUD TA team has caused confusion with a sense that the team has brought a personalized bias and focus that has not aligned with the CoC's objectives.

Concerns/complaints received:

- They have made me feel demoralized, dismissed, and unheard.
- TA won't even call on me when I raise my hand because they don't like me.
- I raise my hand and they won't pick me because they don't want me to speak my opinion in this public setting.
- TA will not talk to me anymore because I disagreed with them.
- (They) Don't like my ideas/thoughts/suggestions.
- I'm going stop giving my time to the work group/committee because I'm not heard. This is all just a waste of my time.
- They are not practicing what they teach, speak of inclusiveness and equity but treat other professionals less than, create division, not equal tiers and colleagues in this work...unless you agree with them.
- Lot's and lot's of tears due to fear, frustration and hurt feelings. (There has been) Numerous expressions of thoughts to quit the job.
- Made to feel belittled, disparaged, stupid.
- I'm just not in the right field because TA makes me feel like I don't understand.
- When voting, TA tell me I'm wrong, so I switched my vote. Occurred specifically in Short Term Project Team and Long-Term Project Team meetings.
- Long Term Project Team members shot down by TA rather than creating an opportunity for open discussion or group understand of the challenges the recommendations may have



created. Leaving others hesitant. That the TAs reflect a “think like me or else” environment. continue with open dialogue to trouble shoot and understand

- Not getting appropriate resources when asked for information/data. Only sharing or pointing out what they want.
- Constantly given another handout to read and study and not feeling like they (TA) offered or gave the guidance to learn and understand.
- I feel that my opinion is not wanted or listened to during meetings, and I feel there's already been a pre-determined set-up for this process. As a result of that, I stopped prioritizing my attendance and dropped out of further projects because I didn't see a need to be involved when my opinion isn't wanted or valued.
- Lack of communication in general by TA.
- They (TA) stop communicating when things get tense or there is a difference of opinions.
- Individuals are left to feel uninvolved when they have disagreed with them (TA).
- The TA promised work products and/or information, and connections but TA didn't complete them or provide any follow-up response. When TA is called on about the item promised, the community member was treated in a very rude and disrespectful manner.
- CoC Contracted Consultant has expressed concerns that folks (CoC Members) are coming to them to express frustration. They felt that they were being made to be in the middle. Contractor was also approached by TA to sway community members against others in the field.
- TA have spoken very negatively about community members working in this field. Text messages were sent and shared where TA's are using vulgar name calling towards multiple individuals in this CoC Community.
- The TA Team has tried to get workers fired.
- TA speaks to colleagues in the community about who they want fired from this realm of work while also creating a plan to enforce the firing and make it happen.
- Working with them in this environment feels toxic; feeling siloed and ostracized.

As the CoC Director, I am eager to ensure that we can realign with a team that will best support our community's vision, particularly in strengthening our unsheltered providers and services (outreach/encampment strategies), capacity building within service providers, performance monitoring and improvements focused on strategically adjusting to respond to the gaps and needs identified.