

POLICY AND PROCEDURE	
Policy Title: Communications	Program: Project Homekey, Live Oak Apartments
Approved by Name and Title: Megan Van Sant, Sr. Program Manager	Effective Date: March 1, 2022 Updated: April 2025
This policy was developed in accordance with our contract guidelines and direction with our funder, HCD.	

Purpose

The mission of Live Oak Apartments is to provide safe and permanent housing for households experiencing homelessness or who are at-risk of homelessness. This project strives to provide a runway to re-stabilization and independence through strong support services tailored to the needs of each resident household.

To support this mission, we are committed to listening to and investigating issues that are important to our residents, our staff, and the community. We encourage a culture of quality improvement.

Procedure

Communication Forms are available 1) in the lobby, 2) on the ProjectHomekeyMendocino.org website, and 3) from on-site staff. Any person is encouraged to complete and submit a Communication Form for an incident or issue they consider to be significant, or to provide feedback, complaints or suggestions.

The completed form is submitted via email or through US Postal Service as indicated on the form. Completed forms may also be submitted to on-site staff.

When a Communication Form is received, the County Project Lead assigns the issue to the appropriate staff member for follow-up within two (2) business days. The staff member reviews the form to identify the appropriate next steps. If additional information is needed from the reporting party, the staff member contacts the reporting party ask for further information.

The County Project Lead responds to the reporting party within seven (7) days of receipt of the Communication Form. If resolution is not complete within the seven days, a timeline of expected steps to resolution is provided to the reporting party. It is the commitment of Live Oak Apartments to close the loop of communication with any resident, staff, or member of the public who fills out a Communication Form.

Communication Forms will be held on file for a period of three years in the Live Oak Documented Incidents binder, located at the office of the County Project Lead.

Attachment

Communication Form