

providers to work together to understand challenges of the CES referral process and support continuous system improvement.

g. Grievance Policy

Client concerns and grievances should be resolved promptly and fairly. Grievances about experience(s) with homeless housing programs should be directed to the program and follow the grievance policies and procedures of that organization. Agencies should maintain internal documentation of all complaints received. Grievances about CES policies and procedures or a participating program's screening or program participation practices which appear to have a discriminatory impact should be directed to the CoC.

A first-person written and/or documented complaint will be considered a grievance. A verbal, second-hand or hearsay complaint will be considered a complaint. Each situation will be treated seriously and with sensitivity, and will be documented for the record with date, time, program name, and nature of the complaint, as well as with any action taken towards resolution. All complaints or grievances involving vulnerable adults or children will be immediately turned over to the appropriate authorities.

h. Household Refusal

The CES values client choice in the housing process. CES also strives to maintain low vacancy rates for the variety of housing programs available. In an effort to balance these values, the Refusal Policy, while flexible, has specific constraints to maintain the CES system. Eligible households are not limited in the number of resources they can refuse, but will not be considered for a program that is outside of their recommended housing type match based on their VI-SPDAT or F-VI-SPDAT score. The CES lead will document refusals in order to better understand why eligible households refuse resources and identify changes that would support the needs of our community.

i. Household Search

In order to mitigate an endless cycle of housing search with limited resources, the CoC acknowledges that Housing First also begins with the client. Flexible housing search and/or navigation will be provided to the client for the identification of up to six (6) units. If after six attempts of unsuccessful housing search activities, due to client refusal of available housing units offered, the client will be encouraged to not self-restrict his or her housing opportunities and will be placed in an inactive state until such time that the client demonstrates his or her willingness to accept housing search and/or navigation services. At this point, the client will assume responsibility for his or her own housing search activities and will contact the housing agency once an eligible unit has been identified by the client. Where applicable, a maximum time period will be provided to the client for the housing search period, in order to not place limited resources on hold for indefinite periods of time.