

Coordinated Entry System Grievance and Appeals Process

The purpose of the grievance and appeals process is to ensure that if a client has a problem or concern with the Coordinated Entry System (CES) they have a confidential means to report the concern. Completing the grievance form will not negatively affect their status within CES.

The form should be completed if the grievance relates to one of the following:

- Access to Coordinated Entry System (i.e. no assessment provided)
- Assessment (i.e. scoring)
- Prioritization (i.e. disagreement with housing designation)
- Housing referral (i.e. lack of follow through from housing provider)
- Other (please be specific)

Note: if a grievance is about an agency, the Adult Shelter Connect or the shelter system, the client should go through that agency's grievance process. In addition, CES cannot guarantee placement into permanent housing, as demand for housing is far greater than the supply.

Grievance Process:

1. Client should complete the CES Grievance and Appeals form. Please explain the complaint, grievance or issue, and include the names of those involved and dates. The complaint should be as specific as possible.
2. Client should email the completed form to CES.Hennepin@Hennepin.us with the subject line "CES Complaint". They can expect a response that the form was received within 5 business days.
3. The Office to End Homelessness (OEH) will review the grievance, verify the grievance process is the appropriate place for the complaint, complete an investigation and clearly document their findings.
4. OEH will respond to the complaint with recommended solutions within 10 business days of receiving the complaint.
5. OEH will track all complaints in an effort to determine system wide patterns or problems that can be addressed. They will report the number of complaints received, types of complaints and the outcomes/resolutions of the complaints on a monthly basis to the CES Leadership committees. . All identifying Information regarding individual clients will be kept confidential and not shared with the leadership committees.