

Participant Grievances

March 2023



Connecticut Balance of State Continuum of Care

Ending Homelessness in Connecticut | Email: ctboscoc@gmail.com | Website: www.ctbos.org

Agenda

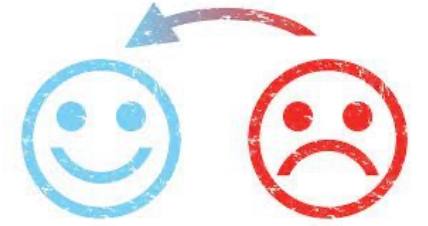
- CT BOS Grievance Process
- RRH Grievance Process
- DMHAS Grievance Process
- Grievance Rights Notification
- How to get your questions answered



Why do we have a Grievance Process?

**YOUR MOST
UNHAPPY
CUSTOMERS
ARE YOUR GREATEST
SOURCE OF LEARNING**

- CoC project participants have the right to file a grievance.
- Encourages participants to raise concerns without fear of reprisal
- Prevents more serious disputes
- Provides defined steps to ensure fair and speedy resolution
- We can learn a lot from grievances.
- We use grievances to continuously improve.



CT BOS Grievance Process for Participants

Who can use the CT BOS Grievance Process?

- People who have a problem with CoC assistance they are receiving from or were denied by **most** projects funded by CT BOS
 - *CT Department of Mental Health and Addiction Services (DMHAS) projects have a different process.*
- People who have a problem with CAN assistance



CT BOS Grievance Process for Participants (2)

What are the steps?

1. File a grievance with the agency that provided or denied assistance (does not apply to a CAN)
2. If participant remains dissatisfied, file a grievance with CT BOS at (ctboscoc@gmail.com) or by phone at (860) 375-4634
 - Must be done within 30 days of receipt of outcome under #1
3. If participant remains dissatisfied, request a final review by the CT BOS Co-Chairs at (ctboscoc@gmail.com) or by phone at (860) 375-4634
 - Must be done within 15 days of receipt of outcome under #2

For more information see: [CT BOS Policies](#)

RRH Grievance Process



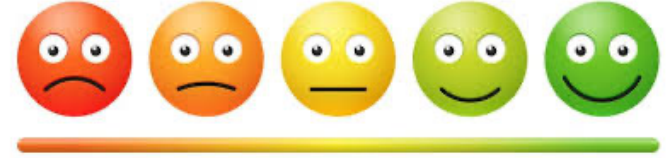
Who can use the CT RRH Grievance Process?

People who have a problem with help they are receiving from or were denied by any Rapid Rehousing (RRH) project funded by the CT Department of Housing (DOH) or CT BOS

What are the steps?

1. Fill-out a [Participant Concern Form](#) and give it to a staff person at the RRH provider agency.
2. If participant remains dissatisfied, they can follow the CT BOS Grievance Steps outlined on previous slide.

For more information see: [DOH RRH Operations Guide](#)



DMHAS Grievance Process

Who can use the CT DMHAS Grievance Process?

- People who have a problem with help they are receiving from or were denied by any CT Department of Mental Health and Addiction Services (DMHAS) housing program.

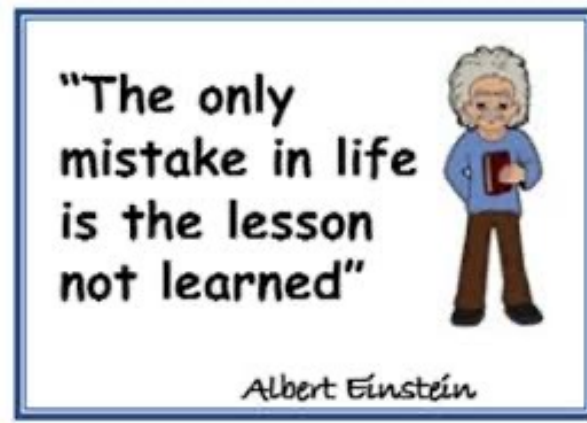
What are the steps?

1. Complete an [informal conference request form](#) and submit it to the local [Coordinated Access Network](#) (CAN) or the agency that provides housing assistance.

DMHAS Grievance Process (2)

2. If participant remains dissatisfied, complete a [formal hearing request form](#) send it to Alice Minervino (Alice.Minervino@ct.gov)
3. If participant remains dissatisfied, request a final review by the DMHAS Review Panel – will receive a final review request form and instructions on how to submit with the notice about the outcome under step #3.

For more information see: [DMHAS CoC Rental Assistance Operating Guide](#)



Notification of Grievance Rights

CT BOS funded projects and Coordinated Access Networks (CANs) are required upon application, at project entry and at a minimum annually to:

- Provide participants with a [notice](#) summarizing grievance rights ([notice-Spanish](#)); and
- Review the notice with participants/applicants to help them understand their grievance rights.

Knowledge
is power 



For help determining which grievance process applies or get any other questions answered, reach out to the CT BOS Team!

CT BOS Team (Housing Innovations)



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