

Greater Helena Area Housing First Coordinated Entry System

Participant Rights Packet

The Helena Coordinated Entry System strives to make homelessness rare, brief, and non-reoccurring.
Entry into this system is not a guarantee of services or housing/shelter.

Your Rights and Responsibilities

1. You have a right to services. Housing services are prioritized based upon severity of need and availability.
2. You have the right to confidentiality and privacy. You have the option to sign a Release of Information form if you would like to be discussed at Coordinated Entry System (CES) case conferences. **If you do not sign the Release of Information, your case will not be discussed by the CES team.**
3. You are responsible for maintaining contact with the CES, including informing your service providers about changes to your housing status, contact information, or other significant life occurrences that may impact your standing on the prioritization list.
4. You have the right to refuse any referral for services or housing.
5. If you are referred to a housing resource, it is your responsibility to respond when a member of the CES contacts you, which will occur within three business days. **If you are unable to be contacted during that time, the available housing resource will be offered to the next eligible person on the prioritization list.**
6. If the CES team is unable to contact you for **ninety days**, your name will be removed from the active prioritization list. Your name can be placed on the active prioritization list again **only** after completing a new intake at a Front Door agency.
7. You are responsible for providing whatever documentation, identification, or relevant paperwork is required by the agencies you are working with.
8. Participants have the right to file a grievance. The form for filing a grievance is included in this packet.

Commitments of the Coordinated Entry System

1. If you are referred to a housing resource, a member of the CES will contact you within three business days. CES members will do everything in their power to contact you when resources become available.
2. The CES team will not share your personal information with external entities. Information shared within Case Conferencing will pertain only to coordinating services to support successfully matching you with housing resources.
3. The CES team is not responsible for loss of housing opportunities if they cannot reach you.
4. The Coordinated Entry System will not discriminate against any person based on race, color, religion, sex, ability, familial status, national origin, sexual orientation, gender identity, or marital status.

I have received a copy of the Participant Rights Packet and understand the content within the Participant Rights Packet.

_____	_____	____/____/____
Participant (Print Name)	Signature	Date
_____	_____	____/____/____
CES Team Member (Print Name)	Signature	Date

Grievance Policy

In the event a participant does not agree with or believes discrimination occurred during any part of the Coordinated Entry System process, the participant has a right to file a grievance. It is the responsibility of the Front Door agency to inform the individual of the grievance procedure. Grievances will be processed so that complaints are addressed in the most objective and fair way possible.

The Grievance Form must be completed and submitted to a Front Door agency or electronically to info@unitedwaylca.org. The Grievance Form is available on the United Way of the Lewis and Clark Area website under the Greater Helena Area Housing First section, and paper copies are available through each Front Door agency. Participants will be provided with a copy of this policy upon entry into the Coordinated Entry System. The form should be filled out in its entirety, and must include client name, contact information, any reasonable accommodation requests, and a brief summary of the grievance.

Grievances will be handled through a tiered approach. The agency that receives the completed Grievance Form will forward the grievance to the Helena Coordinated Entry System Governing Team (CES Governing Team), which will serve as the party handling the initial grievance. The CES Governing Team will contact the individual within five business days of the receipt of the grievance to schedule a mediation meeting. This meeting will be held within 30 calendar days of the CES Governing Team's receipt of the grievance. Reasonable accommodations for scheduling, location, or accessibility will be available upon request. In circumstances for which there is a significant conflict of interest, the Governing Team will determine whether the agency involved in the grievance may participate in the decision-making regarding the outcome of the mediation meeting.

The CES Governing Team will record the grievance and the mediation meeting and will document the outcome on the Grievance Form. This documentation will be stored within the participant's Homeless Management Information System (HMIS) profile. If a resolution does not arise from the mediation meeting, additional action will be planned between the participant and the Governing Team before the conclusion of the mediation meeting. Any participant with an unresolved grievance or who wishes to appeal the Helena Coordinated Entry Committee's decision may contact the Helena Resource Advocates Leadership Team (HRA LT), which serves as the local Continuum of Care Coalition. The HRA LT can be contacted at hraleadershipteam@uwlca.onmicrosoft.com. Any participant who wishes to appeal the HRA Leadership Team decision may contact the Montana Continuum of Care Coalition, care of Bob Buzzas, at admin@montanacoc.org. If these steps do not resolve the issue, participants may also consider filing a formal complaint with the Fair Housing division at HUD by calling 800-669-9777.

Coordinated Entry Use Only

Helena Coordinated Entry System Resolution

_____/_____/_____
CE Representative Name Signature Date