



Homelessness Solutions in Alameda County

Office of Homeless Care and Coordination Coordinated Entry Grievances User Guide

What are Coordinated Entry services?

Alameda County uses a process called Coordinated Entry to identify and provide available support to people experiencing homelessness in our community. Coordinated Entry services may include:

- Problem-solving conversations and assistance to get temporary or permanent housing quickly,
- Assessments for interim housing (like shelter and transitional housing), and/or permanent housing,
- Connections to supportive services to provide immediate help when possible
- Clear information about the likelihood of getting different types of assistance from the community's limited housing programs.

Who delivers Coordinated Entry services?

Coordinated Entry services are delivered by Access Points including community outreach teams or Housing Resource Centers, though other agencies may also serve as Access Points. Some Access Points specialize in working with certain population groups like youth or families. Anyone experiencing homelessness in Alameda County can go to a Housing Resource Center. For more information visit this [link](#) and look for the HRC in your region that serves a population you are a part of.

What can I expect from an Access Point?

Access Points cannot promise that anyone will get shelter or housing. Our system does not have enough resources for everyone, and part of Coordinated Entry is to identify people who fit the criteria and priorities for different programs. While there is no guarantee of a housing or shelter referral, if you are homeless and get Coordinated Entry services you should be offered problem-solving support. You may also be offered an assessment for housing and/or shelter and/or other types of support, depending on your eligibility. Also, you should be treated fairly and respectfully and be provided with clear information about what to expect next.

What can I do if I am unhappy with the Coordinated Entry services I received?

If you are unhappy with the Coordinated Entry related services you received at an Access Point, you may file a grievance. This guide will tell you how you can do that. More detailed information about what participants can expect when filing a grievance is outlined in the [Coordinated Entry Grievance Policy](#).

How can I file a grievance?

- a. If you did not already receive information about how to file a grievance from the Access Point you worked with, reach out to the Access Point where Coordinated Entry services were received and ask any staff member for information needed to file a grievance related to the services received for Coordinated Entry and/or Housing Problem Solving.
- b. If you are disabled and need a reasonable accommodation to file the grievance, notify an Access Point staff member.
- c. You may ask for assistance from the Access Point or from an outside person, such as a case manager or advocate, to assist you with submitting a grievance.
- d. Submit the grievance to an Access Point staff member (orally or written). The process must include:
 - The time and date of the event that led to the grievance.
 - Involved people or entity that the grievance is about.
 - Your full name and up-to-date contact information for follow-up purposes.
 - The concern which led you to file a grievance.

Coordinated Entry Grievance Policy Summary and Filing Guide

[Insert date]

What happens after I file a grievance?

Each Access Point maintains its own process for handling grievances. At a minimum, the Access Point must give your grievance to someone who is at a higher level of authority than the person(s) you have been working with to review. They may investigate your concerns and may ask to hold a meeting or hearing with you. You may bring someone with you to assist or represent you. They must provide a response to your grievance in writing within 14 days of receiving it. You may ask an Access Point staff member for additional information about what you can expect after you file a grievance.

What if I am unhappy with how my grievance was handled by the Access Point?

If you are unhappy with the results or how the grievance was handled, you may file an appeal with the Health Care Service Agency Office of Homeless Care and Coordination (OHCC) by phone, email, or mail.

- a. Phone: 510-268-4151
- b. E-mail: OHCCinfo@acgov.org
- c. Mail: Health Care Service Agency Office of Homeless Care and Coordination
1900 Embarcadero
Suite 210
Oakland, CA 94606

What will OHCC Consider When Reviewing My Appeal?

OHCC will review whether your grievance was handled as described above and whether the policy and process were appropriately followed. OHCC will provide a written determination which will either uphold the Access Point determination or initiate an investigation into the initial handling and response to the filed grievance. If an investigation is necessary, OHCC may consult with Access Points to gather additional information.

How long until I hear about the status of my appeal?

You will hear a response from OHCC within 10 business days of submission of your appeal.

Will my Coordinated Entry status be negatively impacted if I file a grievance?

No. Submitting a grievance does not negatively affect your status within the Alameda County Coordinated Entry system.

What if my grievance includes concerns of discrimination?

If a grievance includes the concern of discrimination, complaints may be sent directly to the U.S. Department of Housing and Urban Development. They will conduct their own investigation.

- a. Online: [HUD Form 903 Complaint](#)
- b. Phone: 1-800-669-9777 or 415-489-6524 (Regional Office)
- c. E-mail: ComplaintsOffice09@hud.gov
- d. Mail: Fill out form [903.1.pdf \(hud.gov\)](#)
San Francisco Regional Office of FHEO
U.S. Department of Housing and Urban Development
One Sansome Street Suite 1200
San Francisco, CA 94104

What kind of resolution can I expect?

Depending on the reason for the grievance and any findings from an investigation the Access Point may be asked to reconsider a decision, change a practice, address concerns with a staff person, or provide additional services. There may be no further action taken if the process was followed appropriately or if there is no remedy required for your concern, but all grievances are reviewed, logged and are used to improve trainings provided to service providers.

For additional information about the Coordinated Entry Grievance Policy, visit

<https://homelessness.acgov.org/homelessness-assets/docs/coordinated-entry/CE-Grievance-Policy-2021.04.14.pdf>