



Missouri Balance of State Continuum of Care

Grievance and Appeals Process

Purpose

The purpose of the grievance procedure is to settle any grievance between an Applicant Organization and the Missouri Balance of State Continuum of Care (MO BoS CoC) as quickly as possible to assure an efficient and fair competition.

Definitions

Collaborative Applicant- The eligible applicant that has been designated by the Continuum of Care to apply for a grant for Continuum of Care planning funds under this part on behalf of the Continuum.

Applicant- An eligible applicant (organization) seeking funding under the Continuum of Care annual NOFO competition or as a sub-recipient of an internal MO BoS CoC NOFO for a previously funded CoC project.

Rank & Review Committee- HUD requires the establishment of Rank and Review Committees with well-defined processes. Mo BoS CoC Rank & Review Committee is a sub-committee under the Grants Committee of the Mo BoS CoC and is comprised of members that have been solicited from the board and general at-large membership of the CoC. Members are (1) Free of conflict of interest (2) Non recipients of CoC Funding in the competition being reviewed and ranked (3) trained ahead of the competition on procedures (4) understand and commit to the process of completing rank and review.

Eligibility

A grievance may be filed by any Applicant Organization that claims it has been adversely affected by:

1. Improper application of scoring, reallocation, and prioritization rules, regulations and procedures concerning participation in the CoC Grant application process;



2. Violation of rules, regulations or procedures concerning the applicants rights to participate in the CoC Grant application process;
3. The prioritization score assigned by the Rank & Review Committee given that the reasoning that the score is not inaccurate due to issues with data entry quality by the applicant.

Procedure for Filing Applicant Organization Grievances

The following steps must be followed in the order provided. Time limits shall begin on the first working day after the applicable occurrence, filing, appeal, response or recommendation is publicly posted. Working days shall not include weekends or city, county, and/or state holidays. Timelines may be adjusted to accommodate review prior to the submission of the collaborative application dependent on timelines adopted by the CoC and required by HUD.

Step 1

In order to be considered, a grievance must be filed in writing with the CoC Lead Agency and the Mo BoS CoC Board Chair. This written grievance should be sent to ca@moboscoc.org and the Board Chair's email address marthas@themosshouse.org. The grievance will be disseminated to the Rank & Review Panel by the Lead Agency for comment and response. The CoC Lead Agency will have forty-eight (48) hours from receipt of the grievance form to provide the Rank & Review Panel's response & resolution to the grievance. The Applicant Organization should include any documentation to support its claims.

Step 2

If the applicant organization is not satisfied with the proposed resolution provided by the Lead Agency and Rank & Review Committee, the Applicant Organization will have twenty four (24) hours to file an appeal with The Mo BoS CoC Executive Committee by sending an email to the Board Chair. In an effort to remain free of conflicts of interest and to ensure transparency, Members of the MO BoS Board who are (1) not CoC funded in the competition being reviewed & ranked, and (2) did not participate in Rank & Review



Committee will meet and review the grievances. In the event three to five members can't be appointed due to conflict, the CoC Executive Committee should make up the remaining slots with objective volunteers from the CoC. The Grievance Workgroup will have forty-eight (48) hours to investigate, talk with the grievant and Review Committee Chair and respond in writing using the official form.



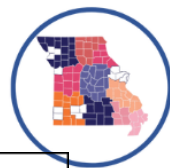
Step 3

The members of the Board who meet the qualifications in Step 2 will then issue a final decision thereby concluding the Mo BoS CoC Grievance procedure, and approving the review process. If there are no grievances that have been submitted, then the Mo BoS CoC Board as a whole will vote to finalize the Rank & Review processes. In the event a resolution cannot be met through the steps listed above, the Applicant Organization should utilize the HUD outlined grievance procedure outlined in the NOFO.

General Provisions

1. The Grievance Forms provided by the Mo BoS CoC shall be used in pursuing a resolution of the grievance.
2. The Applicant Organization may represent itself or be represented by a chosen representative when presenting the organization's grievance.

**Note: Grievance Forms attached.*



**Mo BoS CoC
Applicant Grievance Form**

Applicant Organization: _____

Applicant Representative: _____ Job Title: _____

Organization Address: _____

Organization Phone Number: _____

The agency has discussed this complaint with the Lead Agency and received the written response on (date) _____.
Because this response is unacceptable to the agency, the agency wishes to file a formal complaint.

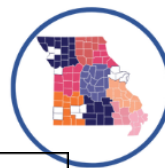
Nature of grievance. Explain how the organization's complaint including names and dates. (Use additional pages and include any supporting documentation if needed.)

An acceptable solution to our agency's grievance is:

I understand that if the agency wishes to further appeal its complaint, the agency will have twenty four (24) hours from time of response to submit a grievance form to the next level of appeal.

Date

Signature



**MO BoS CoC
Grievance Form –Grievance Workgroup Response**

Applicant Organization: _____

Applicant Representative: _____

The Mo BoS CoC Grievance Workgroup Response to Applicant Organization's Complaint:

Grievances not appealed in a timely manner will be considered settled at the previous level.

Date

Signature