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<b>Document Type:</b> <sup>1</sup>	<input checked="" type="checkbox"/> Policy & Procedure	<input type="checkbox"/> Process Guideline	Adopted:	5/4/2023
	<input type="checkbox"/> Plan	<input type="checkbox"/> System Description	Last Reviewed:	7/22/2024
			Retired:	_____

Revisions: \_\_\_\_\_

**Document Scope:** (applies to Policy & Procedure only)

- The requirements herein apply only to the GCBH BH-ASO Central Office and its functions.
- The requirements herein apply, verbatim, to GCBH BH-ASO and its subcontractors<sup>1</sup>
- The requirements herein apply both to GCBH BH-ASO and its subcontractors<sup>1</sup>. Additionally, subcontractors must have internal documents outlining their processes for implementing the requirements, insofar as they relate to actions for which subcontractors are responsible.

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**PURPOSE:** To outline the grievance process specific to the Community Behavioral Health Rental Assistance (CBRA) Program consistent with the Department of Commerce’s CBRA guidelines.

**DEFINITIONS:**

- I. Community Behavioral Health Rental Assistance (CBRA): Program to provide a rental subsidy for high-risk individuals with behavioral health conditions.
- II. Subgrantee: An organization with which Greater Columbia Behavioral Health, LLC is subcontracted with for the provision of the CBRA program.

**POLICY**

- A. Ensure GCBH BH-ASO and its subgrantees are following the CBRA guidelines related to the grievance procedure for households seeking or receiving subsidies from the CBRA program.

**PROCEDURE**

1. GCBH BH-ASO’s Supportive Housing Program Specialist will ensure that all subgrantees have a written grievance procedure that will include the program participant’s right to review decisions and present concerns to program staff not involved in the grievance. The procedure shall clearly describe how a household can request a review and report concerns, as well as be accessible to all households seeking or receiving subsidies.
2. In the event that a grievance is filed, subgrantee(s) shall notify GCBH BH-ASO within five (5) business days in writing. The written notification should include:
  - 2.1. The reason for the grievance;
  - 2.2. Steps taken to resolve the grievance;
  - 2.3. If the household is satisfied with the resolution.

<sup>1</sup>See definitions of document types in AD100, "Development, Approval & Review of Formal GCBH BH-ASO Documents"

<sup>2</sup>"Network Provider" – An organization with which GCBH BH-ASO is contracted for the provision of direct services.

**APPROVAL**

*Sindi Saunders*

Karen Richardson or Sindi Saunders, Co-Directors

*7/22/24*

Date