

GRIEVANCE PROCESS NOTICE

ShelterCare Staff is committed to providing fair and equitable service delivery to all program participants and preventing discrimination against protected individuals in the delivery of services, in accordance with federal, state, or local law.

It is ShelterCare's Policy that any program participant who has a complaint or grievance has the right to present that complaint or grievance to the Program Manager or designee, the right to be assisted by any person of their choice, the right to have a timely response to the complaint or grievance, the right to request an appeal process and protection from any retaliation or action in response to the filing of the complaint or grievance.

We encourage you to attempt to work out the problem directly with the staff from whom you received services as a first step in the process. If you cannot do that or are unsatisfied with that outcome then you may begin the grievance procedure.

STEP 1: Complete a formal complaint about ShelterCare services

- As a participant in housing services or behavioral health services, you may present a complaint or grievance related to services in writing or orally. You may be assisted in completing a Program Services Complaint form by any person of your choice such as a relative, guardian, friend, advocate, attorney, or any other person you choose.
- Program Services Complaint forms can be provided by your program staff, picked up at the main ShelterCare office at 499 W 4th Ave Eugene Oregon 97405 or you can call the front desk (541) 686-1262 to request help.
- Written Program Services Complaint forms can be turned in to your program staff or to the ShelterCare front desk staff to be directed to the appropriate supervisor. When submitting orally, the staff person supporting you will write down your concerns and submit the Program Services Complaint form to the right supervisor.
- **IMPORTANT:** Even if you have submitted a complaint, all program exit and termination dates will still apply throughout the grievance process.

STEP 2: Complaint is reviewed by a supervisor

- The Program Manager will investigate the facts concerning the **complaint**. If the grievance is against the Program Manager, it shall be forwarded to the Program Director or designee.
- The program participant/client will be notified of the follow up actions to the investigation within **ten (10) working days** of the date of the complaint. If they do not agree with the results, they may request an appeal within 10 (ten) working days of notification of the decision.
NOTE: In circumstances where there is imminent risk of health and safety to the complainant or others involved, the review and response will be expedited.

STEP 3: Optional mediation meeting

- Prior to the appeal meeting, an opportunity to resolve the grievance through a mediation process with administrative staff is offered. The Program Participant may request an appeal within **ten (10) working days** of decision reached during mediation process.

STEP 4: Appeal Process

- If the grievance is not resolved during the meeting of designated administrative staff, the grievance will be reviewed by committee within ten (10) working days of the filing of the appeal. The Program Participant will be notified of the Grievance Committee's findings and their appeal rights within five (5) working days of the hearing.

Outside Agency Contacts:

If a Program Participant's services are funded through Trillium, they also have the right to present their grievance directly to Trillium. If the individual wishes to have Trillium address their grievance, they should contact the Trillium Quality Coordinator at 541-485-2155 for information on how to proceed.

If a Program Participant's services are funded through PacificSource, they can call (503) 210-2515 or (800) 431-4135. TTY users can call (800) 735-2900. Send written complaints to: PacificSource Community Solutions Attn: Appeals and Grievances PO Box 5729 Bend, Oregon 97708 Or, fax them to: (541) 322-6424.

If a Program Participant's services are funded directly through the Department of Medical Assistance Programs (DMAP), also known as "open card" funding, then the person may send his or her grievance to DMAP and request a hearing. Staff members at the program can provide the appropriate forms for this.

If a Program Participant's services are funded directly through Oregon's Department of Human Services, Aging and People with Disabilities Division (also known as Senior and Disabled Services) the person may send his or her grievance to and request a hearing from the Department of Human Services. Staff at the program can provide the appropriate forms for this.

Other Program Participants may contact the Disability Rights Oregon at 800-452-1694. Individuals may also contact Lane County Behavioral Health (Community Mental Health Provider) at 541-682-3608.

For complaints involving:

Civil Rights - Contact the **Office of Equity and Inclusion**, Civil Rights Coordinator at 971-673-2000.

Services covered by Medicaid - Contact **Oregon Health Plan** Client Services at: 1-800-273-0557.

Services provided by the Department of Human Services - contact the **Governor's Advocacy Office** at 1-800-442-5238.

To Report Suspected Abuse call: 855-503-SAFE (7233)

- (1) ShelterCare's **Program Participant Complaint and Grievance Policy** is in compliance with Oregon Administrative Rule (OAR) 309-019-0213 and Medicaid OAR 410-141-0260 through 410-141-0266. ShelterCare programs must address all complaints in accordance with agency policies and procedures and these rules.
- (2) An individual or the representative of the individual may file a complaint at any time. A complaint may include, but is not limited to:
 - (a) An expression of dissatisfaction with a behavioral health, or housing program service; or
 - (b) An allegation of circumstances or events that are contrary to law, rule, policy, or otherwise adverse to the interests of an individual.
- (3) If a complaint alleges circumstances that meet the criteria for an investigation of abuse, the allegation must be immediately reported to the appropriate protective service entity, such as the Department of Human Services, CDDP, Lane County Behavioral Health, Office of Adult Abuse Prevention and Investigations, child welfare, or law enforcement.