



Grievance and Termination Procedures for Augmented – Year Round-Winter Shelter Program

211 LA works to promote the well-being and fair treatment of all individuals contacting 211 for services. This document is designed to provide information to individuals on their grievance and program termination rights, procedures and steps to take and what to expect when filing a grievance or termination appeal.

211 LA will make available the Grievance and Termination Procedures on its website at: <https://211la.org/coordinated-entry-system-families-cesf> with additional copies available upon request.

Grievance Procedure

211 LA encourages all individuals with a complaint to first submit details of concern via the published online form: <https://forms.gle/d77QxAgMr5hc7TMLA> . 211 LA staff will respond within three (3) business days.

Grievance Coordinator

Irma Leyva | irma.leyva@211la.org
Monday - Friday | 8:00am to 5:00pm

Alternate Grievance Contact

Nancy Duenez Velazquez | n.duenezvelazquez@211la.org
Monday - Friday | 8:00am to 5:00pm

HOW TO FILE A FORMAL GRIEVANCE

1. ***Complete the Grievance Form*** - Individuals can complete an online grievance form: <https://forms.gle/d77QxAgMr5hc7TMLA> . Please fill out the form completely, describing the concern(s) you would like to be addressed.
2. ***Submit the form online*** - Complete grievance forms and click the submit button.
3. ***Grievance Coordinator and/or Program staff will contact grievant via phone*** - Contact will be attempted within three (3) business days to schedule a phone meeting. Participants will be provided with a response to their grievance via email.
4. ***Agency Level Appeal*** - Appeals will be reviewed by the Program Director. A final response will be provided via email notifying the grievant of the final decision.
5. ***LAHSA or Dispute Resolution Services Appeal*** - Individuals that want to continue to pursue an appeal have a right to contact LAHSA or a free dispute resolution program, after the



completion of 211 LA's grievance appeal process.

LAHSA Appeal

LAHSA in collaboration with the Department of Health Services, Department of Mental Health, and the Department of Public Health have established a county wide centralized phone line for participants seeking to engage in the funder grievance process. Participants can contact the appropriate funder to access the grievance appeal process. This process only evaluates and ensures that participants have received due process in the filing of a grievance with 211 LA, and that the above-mentioned procedures were followed. This process can take up to 25 days. Participants can access this process through the contact information provided below:

Department of Public Health County-Wide Grievance Contact

Information Phone number: (888) 700-9995 - Email:

DPH-IHP@ph.lacounty.gov

Dispute Resolution Service

Participants and agencies also have the resource of the City of Los Angeles Dispute Resolution Service. The dispute resolution service will schedule a mutually beneficial appointment time between the participant and the provider with the goal of finding a common understanding and compromise resolution to the participant grievance.

City of Los Angeles Dispute Resolution Program

222 S. Hill Street, 6th Floor

Los Angeles, CA 90012

(213) 978-1880

Termination Rights and Procedures

211 LA is committed to serving all eligible individuals, and works to promote a safe environment for all individuals being served. To keep a safe environment, the following behaviors have been identified as reason for program termination.

- Physical threats
- Verbal threats of violence or harm
- Physical violence to staff or other participants

- Sexual misconduct and/or assault
- Direct observation of participant engaging in illegal activity onsite
- The use of or selling of illegal substances ON the site premises
- Activities that put the site at risk (arson, destruction of property)

Appeal of Termination

Clients have the right to receive their termination in writing and appeal their termination through 211 LA's termination appeal process.

Participants can request and complete a Termination Appeal Form and submit it to the designated program staff member identified below for review. 211 LA will provide an answer to the participant within five (5) days from receipt of the appeal in writing.

LAHSA or Dispute Resolution Services Appeal

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Reinstatement after Termination

Termination from 211 LA **will not** result in a lifetime ban from services. Rather, a participant terminated from a program may be reinstated or provided with services in the future. The determination as to reinstatement or provision of other services will be present on the termination notice.