



## **Dane County Coordinated Entry Participant Rights and Responsibilities**

### **What is Coordinated Entry?**

Coordinated Entry is a process developed to ensure that all people experiencing a housing crisis have fair and equal access to housing services and assistance. Through Coordinated Entry, households in need of assistance are quickly identified, assessed for, referred, and connected to housing and assistance based on their strengths and needs. Coordinated Entry is one way that some housing programs enroll individuals and households identified as those in our community with the greatest housing and service needs. This includes individuals and households that have been sleeping in emergency shelter, on the streets, or in a car, and have experienced long-term homelessness.

### **As a participant in Coordinated Entry, you have the right:**

1. To be treated with respect, dignity, consideration, and compassion.
2. To receive services free of discrimination on the basis of race, color, national origin/ancestry, religion, sex, age, family/familial status, disability/handicap, actual or perceived sexual orientation, lawful source of income, gender identity, marital status, domestic abuse/sexual assault/stalking victims, military discharge status, physical appearance, political beliefs, student status, domestic partnership, tenant union association, genetic identity, citizenship status, Section 8 housing voucher participant, nonreligion and homelessness.
3. To have the Coordinated Entry process explained to you.
4. To be informed about housing services and options available to you through the Coordinated Entry system.
5. To be placed on the Prioritization List no matter which agency you contact.
  - a. The VI-SPDAT/VI-F-SPDAT/TAY-VI-SPDAT can be completed with Coordinated Entry staff at The Beacon, Porchlight men's shelter, or The Salvation Army single women's and family shelter.
  - b. Street outreach workers with Briarpatch, Porchlight, Sankofa, and Tellurian are considered mobile hubs and can also complete the VI-SPDAT/VI-F-SPDAT/TAY-VI-SPDAT.
6. To stay on the Prioritization List even if you choose to decline offered services or programs.
7. To remove your name from the Prioritization List for any reason.
8. To refuse to complete the VI-SPDAT/VI-F-SPDAT/TAY-VI-SPDAT screening assessment.
9. To have your personal information treated confidentially.
10. To have information released only in the following circumstances:
  - a. When you sign a written release of information.
  - b. When a clear and immediate danger to you or others exists.
  - c. When there is possible child or elder abuse.
  - d. When ordered by a court of law.
11. To file a grievance about services you are receiving or denial of services (see next page for Grievance Policy).

**As a participant in Coordinated Entry, you are responsible for:**

1. Keeping your contact information up-to-date.
  - a. Please provide us with current e-mail addresses, phone numbers, and places you stay so we can let you know about housing and programs that come available.
  - b. Please provide updated information about who is in your household.
2. Letting us know where you are staying or sleeping when that changes.
3. Letting us know if you no longer need housing assistance.
4. Actively participating in obtaining documents, searching for appropriate housing, and other actions necessary to obtain permanent housing as wait times can be long.
5. Connecting with staff as soon as possible after you receive a call, e-mail, or message from us.
6. Treating other Coordinated Entry participants and staff with respect and courtesy.

**Dane County Coordinated Entry Grievance Policy**

Households have the right to file a grievance if there is a violation of the Coordinated Entry Participant Rights and Responsibilities received through the Dane County Coordinated Entry System. Households are informed about the grievance policy during their initial meeting with Coordinated Entry staff. The policy is accessible at The Beacon, Porchlight, The Salvation Army, Tenant Resource Center, and on the Homeless Services Consortium website ([www.danecountyhomeless.org](http://www.danecountyhomeless.org)).

Households have the right to be assisted by an advocate of their choice (agency staff person, co-worker, friend, family member, etc.) at each step of the grievance process. Households have the right to withdraw their grievance at any time.

If a household has a grievance regarding a specific agency or representative of that agency, they should be directed to that agency's grievance policy. Agencies should post their grievance policies on their websites.

There are two levels of review available for each grievance.

Level 1: The first person to review the grievance is the CoC Coordinator. Households should contact the CoC Coordinator for Dane County to start the process. Contacts can be made through the HSC website ([www.danecountyhomeless.org](http://www.danecountyhomeless.org)) via the "Contact Us" function, [hsc@cityofmadison.com](mailto:hsc@cityofmadison.com) or 608-266-6254. Grievances can be made in writing or verbally and should state the alleged violation of the Coordinated Entry Participant Rights and Responsibilities. Within two business days, the CoC Coordinator will contact the agency/staff in question to request a response to the grievance, including any actions that were taken to attempt to resolve the issue. The response must be provided to the CoC Coordinator within five business days of request. Once the CoC Coordinator has gathered relevant information about the incident, they will decide what, if any, action needs to be taken. The CoC Coordinator will provide a written decision within 15 days of the initial complaint.

If both the household and the provider agree, the process ends and the resolution is implemented. If the household or provider disagrees, the grievance moves to the next level.

Level 2: The Dane County CoC Board of Directors President reviews the grievance within five business days of being informed of dissatisfaction with the Coordinator's resolution. The Board President may designate one or more Board members to review the situation. The grievant has the right to present any additional information and may present it in person. The Board will have 10 business days to gather and review relevant information. Within 30 days of the grievance being moved to Level 2, the Board President will provide a written decision. The decision of the Board of Directors is final.