

## **2016 CIS Pathway 2 Independence Renewal Project Narrative**

### **APPLICANT NAME AND LOCATION**

Organization Name: Crisis Intervention Services

Project Name: Pathway 2 Independence

Project Name as it is listed on the Housing Inventory Chart (HIC): Pathway 2 Independence

Type of Project (PSH, RRH, TH, SSO, HMIS): TH

Federal DUNS Number: 79-988-2292

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Is your organization registered in the federal System for Award Management (SAM)? Yes

### **AGENCY AND PROJECT SUMMARY (3 points)**

- 1) Provide a brief introduction to your agency. **(1 point)**

Crisis Interventions Services is a private, non-profit organization that has served individuals affected by domestic abuse, sexual assault, and other crises since 1997. The mission of Crisis Intervention Services (CIS) is to provide prevention and life skills education, intervention, shelter, and outreach services to empower persons, families and the community to end all forms of domestic violence and sexual abuse. Our philosophy is that CIS believes in social, political, and economic equality of the sexes, as individuals and within intimate relationships. CIS provides a wide range of services for two victim/survivor focus areas: sexual assault (SA) and emergency housing. We provide emergency response to sexual assaults and disclosures, along with ongoing medical, legal, and other systems advocacy. We maintain a 24-hours hotline for crisis intervention, information and referrals. We provide individual and group counseling for both survivors and secondary victims, as well as personal and economic advocacy and financial assistance. CIS also maintains a 24-bed emergency shelter for female and child victims. We have a 24-hour hotline by which victims can request shelter. If a victim lacks their own transportation, a staff member is dispatched immediately to pick them up from a safe location. Once a client enters the shelter, we provide for all their immediate needs such as food and clothing until we can connect them with other community resources. In addition, we provide housing assistance, such as emergency hotel stays, housing case management, and rent assistance, for all victims of violence regardless of gender. We also provide ongoing medical, criminal justice, civil legal, and other systems advocacy. Staff is available 24 hours a day to residents for crisis and follow-up counseling. We also transport interested residents to our outreach support group meetings, and hold weekly skill building groups on-site. Case management is provided to all shelter residents, rapidly rehoused clients, as well as any outreach persons that have been diverted from shelter. Finally, CIS also has a transitional housing program, Pathway 2 Independence that offers intensive services for four households at a time. This allows families that face multiple barriers up to twenty-four months of comprehensive

assistance of our Transitional Housing Advocate allowing a transition into permanent sustainable housing.

2) Provide a description that addresses the entire scope of the proposed project. **(2 points)**

CIS offers four transitional housing apartments (one one-bedroom, two two-bedroom, and one three-bedroom) through our Pathway 2 Independence program. These apartments are located in Oskaloosa, Iowa near our emergency shelter. Our transitional housing (TH) program is the only HUD-CoC funded transitional housing program in our twelve-county service region. Since opening in 2005 we have served thirty –nine households. We serve a population made up of victims of domestic violence, sexual assault, dating violence, stalking, as well as chronically homeless persons.

CIS has a Transitional Housing Coordinator whose direct supervisor is the Housing Services Coordinator. The TH Coordinator is the primary case manager assigned and responsible to work with TH residents to ensure the residents' needs, as well as TH program goals, are being met. Upon entrance into the program, the TH coordinator ensures the apartments are fully furnished and stocked with all household essentials. The coordinator and the resident meet on a weekly basis to work on personal goals, budgeting, credit issues, employment, parenting issues, education choices, and anything else that could assist in moving the resident towards to ultimate goal of permanent housing. Although these meetings are not mandatory, we usually have no issues with this as they are working together to meet the goals the resident has set, not ones that have been put upon them. These weekly contacts increase from time to time due to individual's case plans and/or transportation needs. These visits are also accompanied with two or more telephone contacts per week.

Our TH Coordinator introduces the resident to other community resources and helps them apply for further assistance if appropriate for the need. We work together with other service providers to help with financial needs such as medical bills, medication, apartment application fees, past utility bills, deposits, furniture and supplies, food and or help with rent. If the resident has income, the resident pays 10% of their income for rent, in which is returned to them at program exit to assist with deposits, rent, moving expenses, etc. While we have support from our local United Way for this program, it would be impossible to continue this vital program without the support of the CoC.

**CONTINUUM OF CARE PARTICIPATION (10 points)**

3) Annual Performance Report (APR) Submission:

- a. What is your project's operating year end date? \_9/30\_\_
- b. APRs are due to HUD 90 days after the end of a project's operating year. On what date did you submit your most recently completed APR to HUD? \_1/7/2016\_\_
- c. On what date did you forward a copy of your APR to the Iowa Finance Authority? \_6/24/16\_\_\_\_\_
- d. Did your project meet the 90 day requirement? \_No, an extension was granted and the APR was submitted within the extension period. A copy of the emails outlining the extension are attached. \_If an extension was granted or if HUD's E-

snaps system was unavailable to complete your APR, describe this. For either an extension or E-snaps being unavailable, submit documentation to verify this. **(2 points if within 90 days or an acceptable extension granted or E-snaps unavailable; no points if not)**

- 4) Local Collaboration: How does your local region plan and collaborate together regarding homelessness? If your local region has an organized planning group, what is it called? How does your agency participate? **(3 points)**

One of our strongest planning partners is the Mahaska Homelessness Coalition. This is county level organization that brings together nonprofit agencies and concerned community members to build coordinated efforts in addressing homelessness. Two of our staff represent CIS on the Mahaska Homelessness Coalition and help ensure our efforts are aligned with and enhanced by other work happening locally.

- 5) Has any representative of your program been an active participant in the Iowa Council on Homelessness? *(Note that anyone can participate in council meetings even if not a voting member.)* Briefly describe. **(3 points)**

We have been an active participant in the Iowa Council on Homelessness bi-monthly meetings. Our Transitional Housing Coordinator, Executive Director or Housing Services Coordinator takes part in these meetings. We have either been present for all the meetings or participated by conference call.

- 6) Has any representative of your program been an active participant in Iowa Council on Homelessness committees and working groups? Briefly explain. **(2 points)**

We do not currently have a representative active on a committee or working group. Our TH Coordinator applied to be on the board through the Iowa Boards and Commissions website. With the recent reorganization of crime victim assistance grants we did not feel that we could undertake becoming an active participant at this time. Instead, our main focus was to get the Mahaska County Homelessness Coalition up and running again so it could become an active resource. Our TH Coordinator is an active board member of this coalition and serves as the Treasurer.

## **BUDGET AND CAPACITY (14 points)**

- 7) HUD Grant Monitoring: Check the box to describe any HUD CoC Project monitoring results during the current program year and the previous two program years (select only ONE option): **(2 points)**

No monitoring visits from HUD **(2 points);**

Monitoring visit(s) from HUD with no findings or concerns **(2 points);**

Monitoring visit(s) from HUD with fewer than three findings or concerns, all of which have been resolved in the time requested by HUD **(1 point);**

Monitoring visit(s) from HUD with more than three findings or concerns, and/or findings or concerns that were not resolved in the time requested by HUD **(no points).**

- 8) Will the amount requested for Administration Costs in the E-snaps Project Application be less than or equal to 7% (or the amount listed on the GIW)? **Yes/No** (circle) (1 point for “yes”; no point for “no”)
- 9) Is your agency drawing down CoC funds from HUD at least quarterly? **Yes/No** (circle) (1 point for “yes”; no point for “no”)
- 10) Spending history: Provide your project’s spending history as follows. All information should reflect the most recently-completed operating year for which an APR has been submitted: (10 points)
- Project operating year end date: 9/30
  - Amount of grant: \$36,855
  - Total funds expended: \$36,855
  - Funds remaining (unexpended funds): \$0
  - Unexpended funds percentage (d) / (b): 0% (10 points if funds were fully expended (0% unexpended); 9 points if up to 1% of funds are unexpended; 8 points if up to 2% of funds are unexpended; 7 points if up to 3% of funds are unexpended, and so forth down to zero points if 10% or more of funds are unexpended)

**PRIORITIZATION: PROJECT TYPE, CHRONICALLY HOMELESS, LITERALLY HOMELESS, & HOUSING FIRST (34 points)**

- 11) Indicate the project type. Select only **ONE** (this should match your earlier project type indicated). (9 points)
- Permanent Supportive Housing (9 points)
  - Rapid Rehousing (9 points)
  - Transitional Housing exclusively for DV, youth, or substance abuse (4 points)
  - Transitional Housing for the general homeless population (no points)
  - Supportive Services Only (no points)

*The Iowa Balance of State CoC has adopted HUD CPD 14-012, Notice on Prioritizing Persons Experiencing Chronic Homelessness in PSH:*  
<https://www.hudexchange.info/resource/3897/notice-cpd-14-012-prioritizing-persons-experiencing-chronic-homelessness-in-psh-and-recordkeeping-requirements/>. For PSH projects, also note that the Iowa Council on Homelessness voted in 2015 to require all PSH projects to prioritize all beds available through turnover to the chronically homeless.

- 12) Open the 2016 Housing Inventory Chart (HIC) for the Iowa Balance of State; this will be available online here when the competition has opened: (2 points)  
<http://www.iowafinanceauthority.gov/Home/DocumentSubCategory/107>, in the section for the 2016 Competition. (If your project is not listed in the HIC, explain why not.)

- a. Which row on the HIC lists your project? 29
- b. How many total beds are listed for your project (Column U)? 14
- c. How many total beds are for chronically homeless (dedicated or prioritized) (Column L) 0
- d. What is HIC utilization rate (Column V) 36%

The HIC lists CIS' Pathway 2 Independence program as having 14 beds. We do not feel that this is an accurate number. In 2014 we adjusted the bed numbers down to 12 and we submitted our APR on Jan 7, 2016 to show our bed numbers at 12 also. Having said that, we don't want it to look like there are fewer beds available for homeless. Our TH apartments are arranged as follows:

- 1 bedroom unit – 1 person, could conceivably have 2
- 2 bedroom unit – 2 persons, could conceivably have 3
- 2 bedroom unit – 3 persons, could conceivably have 4
- 3 bedroom unit – 4 persons, could conceivably have 5

While we can house 12 individuals, we haven't generally housed more than 10 and we believe our percentages look like we are never filling all beds.

This year and in previous years, CIS has reported committing zero beds to ending chronic homelessness. However, this does not accurately depict our prioritization process. CIS policies require us to begin with victims of domestic violence and/or sexual assault. Although it has not been reported in the numbers, CIS has always prioritized residents for TH with the highest number of barriers, which includes chronic homelessness. CIS will continue setting it as high on the priority list as possible.

13) Answer the following as applicable (answer only (a) OR (b)): **(3 points)**

- a. PSH projects:
  - i. Given the answers to the above question, what is your project's percentage of beds committed to the chronically homeless? **(1 point)**
  - ii. How many beds does your project anticipate being made available through turnover in the upcoming grant year? **(1 point)**
  - iii. How many beds made available through turnover is your project committing to chronically homeless in the upcoming grant year (should be 100%)? **(1 point)**
- b. For non-PSH projects:
  - i. What specific steps is your agency taking to increase the number of PSH beds for the chronically homeless in your community? **(3 points)**

We work closely with and support the Mahaska County Homelessness Coalition (MCHC). Two of our staff represent CIS on the MCHC to help ensure our efforts are aligned with and enhanced by other work happening locally. We encourage the addition of permanent supportive housing beds for chronically homeless individuals in Mahaska County. Earlier this year the CIS Executive Director and TH Coordinator wrote an Innovative Grant seeking funding for a MCHC part-time staff position to coordinate additional housing opportunities in Mahaska County. Unfortunately, this effort was unsuccessful.

*As a second priority population for CoC programs, HUD encourages communities to serve adults, youth, and families who are unsheltered and those accessing emergency shelter, before serving persons experiencing other forms of homelessness.*

- 14) Prioritizing those who are unsheltered or accessing emergency shelter: **(10 points)**
- Based on your most recently submitted program year APR, what is the total number of participants that entered your program? 23 **(1 point)**
  - Based on your most recently submitted program year APR, how many participants entered the program as unsheltered or from an emergency shelter? 5 **(1 point)**
  - Based on your responses above, what is the percentage of participants that entered your program unsheltered or from emergency shelter (b/a)? 22% **(8 points for 100%; 7 points for higher than 95%; 6 points for higher than 90%; 5 points for higher than 85%; 4 points for higher than 80%; no points for lower than 80%)**

*In examining our APR, we have determined that there are several errors. The first of which is the number of participants entering the program should have been 20 instead of 23. The second is that 12 participants entered the program as unsheltered or from an emergency shelter. Therefore, the correct percentage of participants that entered our program unsheltered or from emergency shelter is 60%.*

*HUD encourages programs to follow Housing First practices. The U.S. Interagency Council on Homelessness and HUD offer several resources regarding Housing First:*

- Housing First/Rapid Rehousing Webinar:*  
[http://usich.gov/media\\_center/videos\\_and\\_webinars/hud-and-usich-core-principles-of-housing-first-and-rapid-re-housing-webinar](http://usich.gov/media_center/videos_and_webinars/hud-and-usich-core-principles-of-housing-first-and-rapid-re-housing-webinar).
- Housing First Checklist:*  
[http://usich.gov/usich\\_resources/fact\\_sheets/the\\_housing\\_first\\_checklist\\_a\\_practical\\_tool\\_for\\_assessing\\_housing\\_first\\_in](http://usich.gov/usich_resources/fact_sheets/the_housing_first_checklist_a_practical_tool_for_assessing_housing_first_in).
- HUD's SNAPS In Focus, "Why Housing First:"*  
<https://www.hudexchange.info/news/snaps-in-focus-why-housing-first/>.

- 15) (a) Has the project removed the following barriers to accessing housing and services? Check the box next to each item to confirm that your project has removed (or never had) barriers to program access related to each of the following (select all that apply): **(10 points total)**

- Having too little or no income (all projects should check this; the Iowa Council on Homelessness voted in 2015 to prohibit CoC-funded projects from screening applicants out due to too little or no income); **(1 point)**
- Active or history of substance abuse; **(1 point)**
- Having a criminal record with exceptions for state-mandated restrictions; **(1 point)**
- Fleeing domestic violence (e.g., lack of a protective order, period of separation from abuser, or law enforcement involvement). **(1 point)**

None of the above (click this if all of these barriers still exist). **(no points)**

(b) Does the project ensure that participants are not terminated from the program for the following reasons? Select all that apply. **Please also attach a copy of the project's termination/appeals policy; no points may be awarded in this section if the policy is not included, or if the policy includes contradictory information.**

X Failure to participate in supportive services; **(1 point)**

X Failure to make progress on a service plan; **(1 point)**

X Loss of income or failure to improve income; **(1 point)**

X Being a victim of domestic violence; **(1 point)** or

X Any other activity not covered in a lease agreement typically found in the project's geographic area. **(1 point)**

Tenants are not terminated from the program just because they did not participate in supportive services or make progress on a service plan. CIS recognizes the individual challenges of each household and how services may differ from one household to another. Supportive services emphasize engagement and problem-solving methods over therapeutic goals. Determination of need for supportive services will be based on individual household needs. Client action plans are individually created without predetermined goals and will be adjusted to best fit the client's needs, with focus remaining on housing stability and helping the client leave the program successfully.

(c) Verify that the project's termination policy clearly matches with the responses above. **(1 point for Yes; no point for No)**  Yes  No

## **PERFORMANCE (36 points)**

*In July 2014, HUD released "Systems Performance Measures: An introductory guide to understanding system-level performance measurement." The guide can be found at this link: <https://www.hudexchange.info/resources/documents/System-Performance-Measures-Introductory-Guide.pdf>.*

*Two measures determined by HUD to be key in permanently exiting homelessness are:*

- *The percentage of adults who obtain or increase employment or non-employment cash income over time.*
- *The percentage of participants who obtain or increase non-cash mainstream benefits.*

16) Identify whether the project includes the following activities: **(10 points)**

X Transportation assistance is provided to clients to attend mainstream benefit appointments, employment training, or jobs? **(2 points)**

X Use of a single application form for four or more mainstream programs? **(2 points; all programs should mark yes as Iowa has this available to all)**

- X At least annual follow-ups with participants to ensure mainstream benefits are received and renewed? (2 points)
- X Project participants have access to SSI/SSDI technical assistance provided by the applicant, a subrecipient, or partner agency? (2 points)
- X The staff person providing the technical assistance completed SOAR training in the past 24 months? (2 points)

17) For all supportive services available to participants, indicate who will provide them, how they will be accessed, and how often they will be provided: (10 points)

Assessment of Service Needs	Applicant	Weekly
Assistance with Moving Costs	Applicant	Semi-annually
Case Management	Applicant	Weekly
Child Care	Partner	Monthly
Education Services	Partner	Quarterly
Employment Assistance and Job Training	Partner	Quarterly
Food	Partner	Bi-monthly
Housing Search and Counseling Services	Partner	Quarterly
Legal Services	Partner	Quarterly
Life Skills Training	Applicant	Monthly
Mental Health Services	Partner	Bi-weekly
Outpatient Health Services	Partner	Monthly
Outreach Services	Applicant	Monthly
Substance Abuse Treatment Services	Partner	Quarterly
Transportation	Partner	Daily
Utility Deposits	Partner	Quarterly

18) Outcomes and costs per outcome. Complete **ONE** of the following charts as applicable. (16 points; 2 points for each response)

**For Permanent Supportive Housing projects:**

Services provided by the project, including any unique characteristics of population served.	Total annual cost of providing these services (total project budget).	Amount of annual CoC funds requested for these services.	Describe/define a unit of service. Include whether a unit is an individual or household and indicate a measurable outcome (i.e., one person assessed and provided a supportive housing unit with services).	Number of individuals/ households who exit to or maintain permanent housing through the project (total funding).	Number of individuals/ households who exit to or maintain permanent housing with the CoC funds.	Method used to determine costs described. Include any indirect costs and how those were calculated.	Method used to determine exits to permanent housing.

**For Rapid Rehousing projects:**

Services provided by the project, including any unique characteristics of population served.	Total annual cost of providing these services (total project budget).	Amount of annual CoC funds requested for these services.	Describe/define a unit of service. Include a measurable outcome (i.e., one episode of one month's rent provided)	Number of individuals/ families served using all funds who maintain housing for at least three months after exit.	Number of individuals/ families served using CoC funds who maintain housing for at least three months after exit.	Method used to determine costs described. Include any indirect costs and how those were calculated.	Method used to verify housing status three months after exit.

**For Transitional Housing projects:**

Services provided by the project, including any unique characteristics of population served.	Total annual cost of providing these services (total project budget).	Amount of annual CoC funds requested for these services.	Describe/define a unit of service. Include whether a unit is an individual or household and indicate a measurable outcome (i.e., one person assessed and provided a supportive housing unit with services).	Number of individuals/ households who exit to or maintain permanent housing through the project (total funding).	Number of individuals/ households who exit to or maintain permanent housing with the CoC funds.	Method used to determine costs described. Include any indirect costs and how those were calculated.	Method used to determine exits to permanent housing.
Case management; personal and economic advocacy; life skills; transportation; info and referral; assessment and assistance with mainstream benefit eligibility. Unique characteristics of our clients are that they face multiple barriers to permanent housing and/or are survivors of domestic violence and/or sexual assault.	\$93,612	\$36,855	A household assessed and provided a supportive housing unit with services.	80%	80%	Evaluation of costs to facilitate the program over the last 3 years.	Client report upon exit and follow-up with client at the end of 12-month period.

**For Supportive Services Only projects:**

Services provided by the project, including any unique characteristics of population served.	Total annual cost of providing these services (total project budget).	Amount of annual CoC funds requested for these services.	Describe/define a unit of service. Include whether a unit is an individual or household and indicate a measurable outcome (i.e., one person assessed and provided a supportive housing unit with services).	Number of individuals/ households who exit to or maintain permanent housing through the project (total funding).	Number of individuals/ households who exit to or maintain permanent housing with the CoC funds.	Method used to determine costs described. Include any indirect costs and how those were calculated.	Method used to determine exits to permanent housing.

**HMIS PROJECTS ONLY (70 points; in lieu of Questions 11 – 18 above)**

1) HMIS-only questions:

- a. Is the HMIS section of the Governance Charter up-to-date and accurate? **(1 point)**
- b. Are the following plans in place:
  - i. Privacy Plan? **(1 point)**
  - ii. Security Plan? **(1 point)**
  - iii. Data Quality Plan? **(1 point)**
- c. How are these plans reviewed by the CoC and HMIS Lead regularly? **(3 points)**
- d. How much of the total HMIS budget (not including required match) is supported through non-CoC Program cash or in-kind sources? If less than 25%, describe efforts to increase funding from non-HUD sources. **(3 points)**
- e. What was the percentage of null or missing values for the Universal Data Elements for the 2016 Point-in-Time count? If greater than 10%, describe steps to support the CoC in reducing null or missing values. **(3 points)**
- f. Do the existing HMIS Policies and Procedures include adequate procedures to ensure valid program entry and exit dates are recorded in HMIS? **(3 points)**
- g. Were PIT results reported to HUD in HDX by the 2016 deadline? **(3 points)**
- h. Does the HMIS Lead support the CoC in collecting and reporting accurate and quality subpopulation data for the sheltered homeless during the PIT? **(3 points)**
- i. Does the HMIS Lead support methods to reduce double-counting of the unsheltered homeless during the PIT count? **(3 points)**
- j. What is the current overall bed coverage rate for the CoC? Briefly describe steps to support the CoC in increasing the rate. **(5 points)**
- k. How does the HMIS Lead respond to identified HMIS-related CoC project needs? (provide specific examples including how HMIS user satisfaction is evaluated) **(10 points)**
- l. How does the HMIS Lead respond to identified HMIS-related CoC system needs (specific examples)? **(10 points)**
- m. How is the HMIS Lead supporting the move toward measuring CoC system performance (specific examples)? **(10 points)**
- n. How is the HMIS Lead supporting non-HMIS agencies in the CoC with data collection and reporting needs? **(10 points)**

## **TERMINATION POLICIES AND PROCEDURE**

- A. CIS has the authority to immediately terminate assistance to a participant who violates program requirements (including policies and individualized guidelines) and thereby endangers staff or other program participants. All participants sign a Participation Contract, which outlines non-compliance guidelines that may lead to termination. Termination of assistance must be approved by the Housing Services Coordinator who will conduct an in-depth review of the individual situation. Reasons for termination will be clearly defined in writing. Referrals for other programs will be given to the survivor. Reasons for termination and referrals will be kept in the survivor's file, and given to the survivor upon request. Participants terminated from the program will not receive a refund of the rent they have paid.
- B. The participant will have 72 hours to appeal the decision of the Housing Services Coordinator, verbally or in writing, to the Executive Director.
- C. The review by the Executive Director will include:
  - 1. Written notice of the review containing a clear statement of the reasons for the review.
  - 2. A review of the decision, in which the participant is given the opportunity to present written and/or oral objections.
  - 3. Written notice of the final decision to the participant within three days of the review.
- D. Assistance may be reinstated for a participant whose assistance was previously terminated after one year. The decision for reinstatement will be made by the Executive Director and the Housing Services Coordinator providing the former participant's current situation complies with all project eligibility criteria.

## **GRIEVANCE POLICY AND PROCEDURE**

- A. Participants have the right to free, confidential, non-judgmental, and non-discriminatory services. Participants have the right to review or copy documents from their files at any time. Participants have the right to file a grievance if they are not satisfied with their services or advocate, in accordance with the CIS Grievance Procedure. Participants may file a grievance verbally if unable to provide the grievance in writing in English. A copy of this procedure is given to participants during the intake process and is posted in the outreach office(s).



### **Client Rights**

All clients of Crisis Intervention Services have the right to:

- ◆ obtain free and confidential services.
- ◆ receive non-judgmental and non-discriminatory services.
- ◆ choose their advocate.
- ◆ request to review or copy documents in their file at any time.
- ◆ file a grievance if not satisfied with services or advocate.

### **Client Grievance Procedure**

Crisis Intervention Services recognizes that there may be times when a client believes that he/she has not received satisfactory services, or is unhappy with decisions made by the staff. It is our policy to receive and review all complaints in a manner that will assure a prompt and appropriate action to resolve the situation. The following procedures are designed to aid the client in having their grievances addressed.

#### **Procedure:**

- ◆ Discuss the situation verbally and directly with the staff member you are working with. It is our hope that problems can be resolved in this manner.
- ◆ If after verbal discussion the matter is still not resolved, you may file a written or verbal grievance with the direct supervisor of the advocate you are working with, and request a meeting to discuss the issue between yourself, the advocate you are working with and the direct supervisor of that advocate. (If the client is working with the Executive Director, the grievance may be filed with the Board Chair). The direct supervisor has five working days to provide you a written response to the grievance. If you need assistance in making a complaint let an advocate or a supervisor know.
- ◆ If you are not satisfied with the response given by the direct supervisor, you have five days to take your written or verbal complaint to the next level of administration, the Executive Director. The Executive Director may hold a hearing on the matter. The Executive Director then has five working days to file a written response to the grievance. The response will also be provided to the advocate. (If the Executive Director is the direct supervisor this step will be skipped.)
- ◆ If you are not satisfied with the response given by the Executive Director, you have five days to appeal and take the grievance to the Board of Directors. This appeal must be in writing. If you need assistance in doing so please let the Executive Director know and they will assist you. The Board of Directors will address the grievance at the next scheduled Board meeting and will provide a written response to you and the advocate within five working days of that meeting.
- ◆ If you are still not satisfied with the findings of the Board of Directors and feel that the grievance has not been adequately addressed by Crisis Intervention Services, you may file a grievance with the Iowa Coalition Against Domestic Violence (ICADV) and/or the Iowa Coalition Against Sexual Assault (IowaCASA). Their address is 3030 Merle Hay Road, Des Moines, IA 50310. The phone number for ICADV is 515-244-8028. The phone number for IowaCASA is 515-244-7424.