



# North Carolina Balance of State Continuum of Care

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## NC Balance of State Continuum of Care Code of Conduct

Commitment and professionalism are vital to creating and maintaining an effective and efficient Continuum of Care (CoC) that will benefit each stakeholder in the CoC as well as the persons experiencing homelessness it serves in the 79 counties of the NC Balance of State CoC. CoC stakeholders should:

- Represent their clients, their agencies, and the CoC in a fair, honest, ethical, and respectful manner
- Understand the purpose of the CoC and its role in regional planning to end homelessness
- Strive to stay up-to-date on CoC strategies and planning
- Uphold professional standards of conduct, exhibiting respectfulness, fairness, and honesty
- Respect the confidentiality of sensitive information about the CoC, its stakeholders, program participants, and staff
- Clarify their professional roles and obligations, exercise reasonable judgment, and take precautions to ensure that any potential biases or conflicts of interest do not unjustly affect the CoC or people experiencing homelessness with whom they engage
- Attempt to resolve conflicts in a responsible fashion
- Consult with, refer to, and/or cooperate with other professionals and institutions to the extent needed to serve the best interests of people experiencing homelessness
- Abide by the governing documents and policies of the [NC BoS CoC Governance Charter](#)
- Abide by the [NC BoS CoC Anti-Discrimination Policy](#)

## Grievances

### 1. Purpose

The purpose of the NC BoS CoC Grievance Policy is twofold:

- A. To ensure a fair and accessible process exists for stakeholders to file a grievance with the CoC regarding when an agency or other CoC stakeholder is disregarding the CoC's Code of Conduct Policy.

- B. To ensure there is a fair and accessible process for a household served in the CoC who is dissatisfied with the outcome of a grievance filed with a NC BoS CoC provider and wishes to appeal this grievance with the CoC.

## **2. Filing a Grievance**

Interested parties may submit a grievance in writing to NCCEH, the NC BoS collaborative applicant, via e-mail ([bos@ncceh.org](mailto:bos@ncceh.org)) or regular mail to NCCEH, RE: CoC Grievance, P.O. Box 27692, Raleigh, NC 27611.

## **3. Grievance Policy for CoC Stakeholders**

This policy should be used when a CoC stakeholder wishes to file a grievance related to inappropriate behavior including, but not limited to, bullying, harassment, & conflicts of interest.

### **A. Resolution of a Grievance**

Stakeholders should first attempt to solve grievances locally either through individual conversations or through the Regional Committee structure.

- Regional Committees should use their elected leadership team to consider and resolve local grievances whenever possible. The Regional Committee leadership team should meet and review any grievance within 30 days of receipt and issue a written decision, specifying the reasons for the decision and any actions that need to be taken. The written decision will be emailed (or mailed) to the people and/or entities involved in the grievance. When a conflict involves a member or members of the Regional Leadership team, those members should be excluded from conversations and decision-making regarding grievances.
- When neither individual conversations nor the Regional Committee can solve a grievance, it may be elevated to the Steering Committee through the above submission instructions. Grievances will be reviewed by the Steering Committee within 45 days of receipt. The Steering Committee will form an ad hoc Grievance Review Committee to review the grievance and issue a written decision, specifying the reasons for the decision and any actions that need to be taken. The written decision will be emailed (or mailed) to the people and/or entities involved in the grievance.

### **B. Limitations on Grievances for Providers and Steering Committee Members**

The Steering Committee will become involved in grievances related to the prescribed Code of Conduct. This does not apply to the annual funding competitions or the coordinated entry system. Funding competitions and the



coordinated entry system have grievance and appeals procedures outlined in other policies.

#### **4. Grievance Policy for People with Lived Experience**

People with lived experience may use this policy to file a grievance related to a NC BoS CoC-funded project with a provider agency and who remain dissatisfied with the outcome. If the person has a grievance with an ESG or CoC-funded project, they must first complete any grievance process available to them through the relevant NC BoS CoC-funded agency prior to filing a grievance with the CoC. If the person has Issues with the coordinated entry process, then the grievance will be forwarded to the relevant regional CE Lead and handled through the CoC's CE Written Standards Grievance Process. People with lived experience may file a grievance with the CoC based on the above Code of Conduct or non-adherence to the CoC's Client Bill of Rights.

People with lived experience who would like assistance determining which grievance processes are available to them may contact a staff member at the agency at which they receive services or NCCEH staff via e-mail ([bos@ncceh.org](mailto:bos@ncceh.org)) or by phone at (919)-755-4393.

#### **Grievance Committee Hearing Process for People with Lived Experience**

When a person with lived experience submits a grievance to the NC BoS CoC, a hearing shall be held in person or via video conference within 45 working days of the receipt of the grievance. A notice regarding the hearing shall be mailed to the person by mail and email, if applicable, not less than 10 days before the scheduled hearing. The notice shall include the date, time, and logistics of the hearing and a clear statement of the issues to be considered.

The person filing the grievance must have the opportunity to be present during the hearing and to hear all oral information and review all written information that is being considered. They also may bring a person of their choice to assist them during the hearing. People who would like help identifying someone who can assist them may contact a staff member at the agency at which they receive services or NCCEH staff via e-mail ([bos@ncceh.org](mailto:bos@ncceh.org)) or by phone at (919)-755-4393.

CoC staff shall keep minutes of the hearing including who attended, a list of the documents presented, and the specific actions taken. If the person opts not to attend the hearing, the committee may, in lieu of convening a hearing, opt to review the grievance and gather all pertinent information via email, phone, or video conference. Such a review must be completed within 45 days of receipt of the grievance. Within 10 working days of a hearing or other review process, CoC staff shall issue a



written decision specifying the reasons for the decision and any actions that need to be taken.

#### **5. Public Posting of this Policy**

All NC BoS CoC-funded projects must post a physical copy of this policy in an area visible to staff working with people experiencing homelessness who receive services from the project.

