

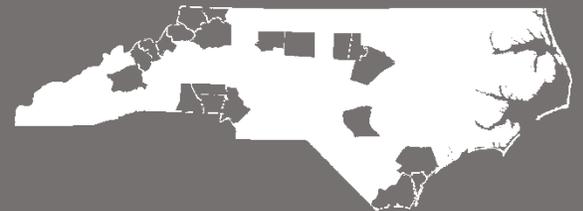
# NC Balance of State CoC Client Bill of Rights training

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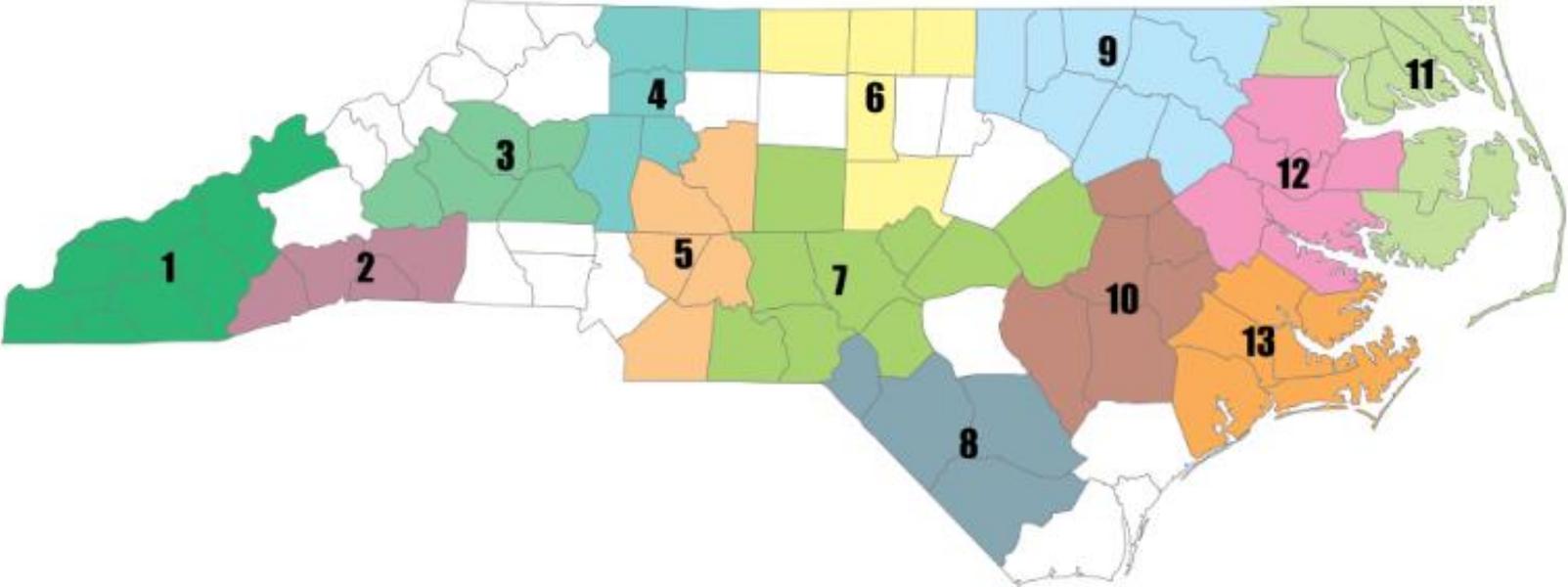
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NC BoS CoC  
Lived Expertise Advisory Council  
(LEAC)



# The NC Balance of State CoC covers 79 rural and suburban counties.

Balance of State CoC  
Regional Committees



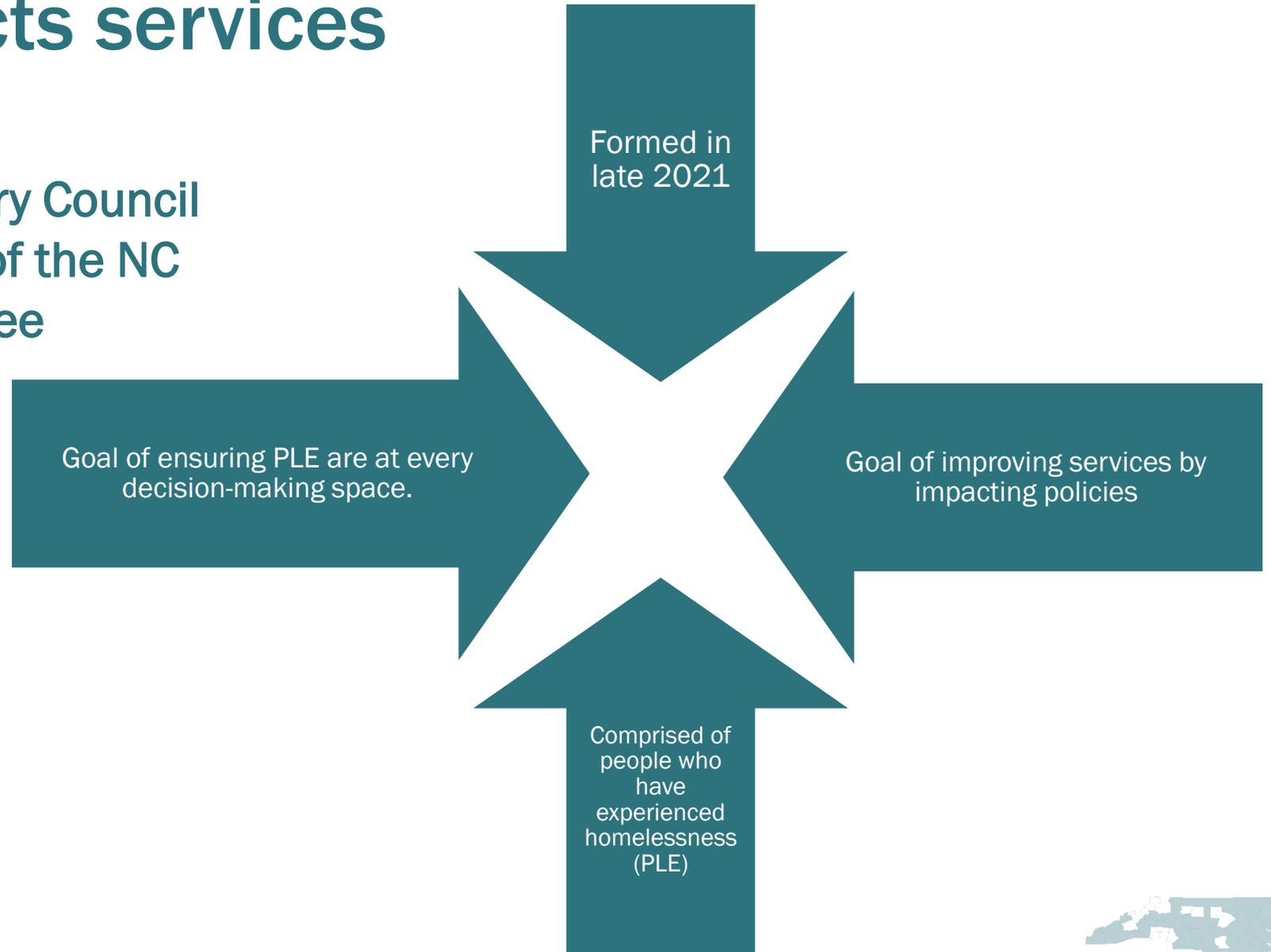
# The Steering Committee is the governing body for the CoC

- Guided by its Governance Charter, the Steering Committee is a representative body of regional leaders and state-wide at-large members.
- The Steering Committee has several sub-committees that operate at the CoC level including Racial Equity Subcommittee, Funding and Performance Subcommittee, Project Review Committee, Coordinated Entry Council, and Lived Expertise Advisory Council.



# The LEAC impacts services

The Lived Expertise Advisory Council (LEAC) is a subcommittee of the NC BoS CoC Steering Committee



# LEAC members are present throughout the CoC

- LEAC members also participate in:
  - Steering Committee
  - Coordinated Entry Council
  - Funding and Performance Subcommittee
  - Project Review Committee
  - Regional Committees



# The LEAC identified a gap in service provision

Agency size, funding, location, leadership, and mission all affect the services provided at agencies across the NC BoS CoC.

- LEAC members each had very different experiences with service providers ranging from supportive to discriminatory.

The Written Standards provide guidance on program eligibility, types of services, and termination policies.

The Anti-Discrimination policy offers protection to access services for protected classes.

However, these policies:

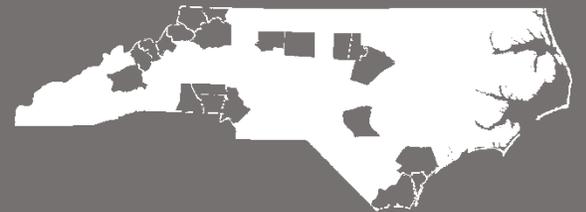
- Are only enforceable with providers utilizing public funding.
- Do not govern how people should be treated when seeking services



# The LEAC took action to address gaps



# NC BoS CoC Client Bill of Rights



# Goals of the policy

- Anyone experiencing homelessness in the NC BoS CoC can receive services with dignity and respect.
- All interactions with providers and stakeholders are based on compassion.
- Founded on the idea that homelessness is not a choice or indicative of personal flaws, but that homelessness is a crisis that a person may go through, and the role of service providers should be to assist in ending that crisis as quickly as possible with respect and humility.
- This policy is based on the principle of Housing First and the LEAC strongly believes that housing is a human right.



# The CBoR is founded on a vision of equity

- This legacy of oppression toward Black, Indigenous, and People of Color (BIPOC), women, and LGBTQIA+ people is as old as this country, continues to this day, and lives on through systems that disproportionately impact BIPOC communities, women, LGBTQ+ peoples, and people living with visible and invisible disabilities.
- The NC Balance of State CoC envisions a coordinated system of services that provides a way out of homelessness for everyone in a way that celebrates differences and recognizes that different people have unique needs and strengths



# The Client Bill of Rights

The CBoR is a client-facing policy detailing basic expectations of their rights in the following categories:

- Respect and Dignity
- Services Free of Discrimination
- Safety
- Privacy
- Inclusion and Participation in Decisions about Their Welfare
- Transparency in Agency Policies that Affect the Services They Receive



# Respect and Dignity

- You have the right to be approached as an individual with your own unique experiences, strengths, and needs.
- You have the right to be treated with respect and the responsibility to treat others with respect.
- You should not feel threatened, coerced, or bullied by anyone providing services to you.
- You should not feel judged or denied services based on your clothing, appearance, or any other factor outside of eligibility criteria.



# Services Free of Discrimination

- You have the right to not experience discrimination based on your race, ethnicity, color, national origin, language, ancestry, religion, sex, familial status, age, gender identity, LGBTQ+ (lesbian, gay, bisexual, transgender, queer/questioning, etc) status, marital status, domestic or sexual violence victim status, or sensory, mental, or physical disability.
- You have the right not to be discriminated against based on your clothing or appearance.
- You have the right to decide for yourself who is a member of your family.
- You have a right to access a shelter bed that aligns with your gender identity, regardless of your sex-assigned-at-birth or what's on your ID.
- You have the right to be seen and celebrated with all the identities you might carry.



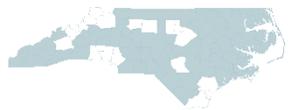
# Self Determination

- You have the right to make choices about your welfare, your needs, and your future.
- You have the freedom to choose whether to participate in services offered by the program you are working with, such as classes, treatment, or case management.
- The ultimate decision about what services you participate in is your own and, outside of rules and expectations explicitly stated at shelter entry, you should not be denied shelter or housing support based on your refusal to participate services such as life skills classes, addiction treatment, employment search, etc.
- You have the right to participate in the level of services that meet your needs and to identify those specific needs.
- You have the right to control or deny the release of, and access to, your personal information.



# Safety

- You have the right to not be physically, sexually, verbally and/or emotionally abused, harassed, or threatened.
- While a risk of danger cannot always be preempted, you have the right to have any concerns about safety or privacy taken seriously and for the service provider to take reasonable steps to address your concerns.



# Privacy

- You have the right to expect that your personal information will be kept private and will only be shared on a need-to-know basis after consent through a release of information.
- You have the right to be informed about what circumstances would result in your information being shared without your consent.
- You have the right to control or deny the release of, and access to, your personal information at any time.



# Inclusion and Participation in Decisions About Your Welfare

- You have the best knowledge and understanding of your needs.
- You have the right to make choices about what services and housing options are the best fit for you.
- Service providers should present all relevant information and options for your case, allowing you to make the final decision, without coercion, about which services and referrals you will utilize

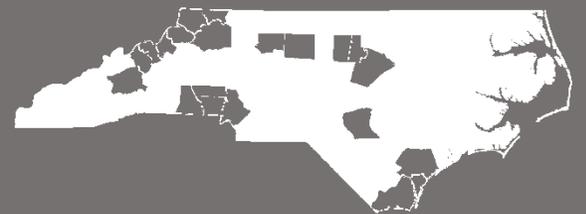


# Transparency in Agency Policies that Affect the Services you Receive

- You have a right to receive a copy of the agency policies that govern the services you receive, including all rules or responsibilities that you might have to maintain your stay or participation in the program.
- You have a right to know all the services available and to receive support in choosing the best options for you.
- If you are being dismissed from a program, you have the right to receive a written description clearly stating the reason for the actions being taken and to appeal any decision to terminate services.
- Services providers should present their appeal process in writing to you upon entry into any program.



# Grievance Policy



# NC BoS CoC Code of Conduct Policy established a grievance process

- In February, 2023 the Steering Committee amended the Governance Charter for the NC BoS CoC to include a Code of Conduct Policy.
  - <https://www.ncceh.org/files/12692/> (Appendix 6, page 104)
- The Code of Conduct Policy establishes a grievance process for situations where an agency is not upholding its responsibilities to the CoC.
- The Client Bill of Rights utilized the same established process but extends the ability to file grievances to persons receiving services.



# One access point for multiple processes

- Different grievances may result in different processes.
  - Ex. A grievance about a local coordinated entry decision will first go to the regional committee.
- The Code of Conduct Policy and the Client Bill of Rights have established a single access point for anyone with a grievance to be able access the correct procedure to address it.
- Emailing [bos@ncceh.org](mailto:bos@ncceh.org) with a description of the situation is the first step. NCCEH staff will review and direct the grievance to the proper procedure.



# The Client Bill of Rights grievance process

- If a person seeking services in the NC Balance of State CoC believes a service provider violated any of the stated rights, they may be eligible to file a grievance:
  - The client must first utilize the agency's established grievance process.
  - If an agency-level grievance process cannot address the complaint, the client is eligible to file a grievance with the CoC.
  - NCCEH staff will review each grievance and notify the Steering Committee.
  - Consistent with the Code of Conduct policy, The Steering Committee may then assemble an ad-hoc work group to review the grievance and take action.

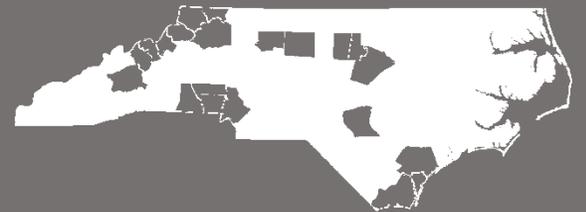


# Steering Committee ad-hoc workgroup

- If the Steering Committee decides to investigate a grievance filed in accordance with the Client Bill of Rights, they may form a volunteer ad-hoc workgroup to review the claim.
- If the workgroup decides to act on the client's behalf, they may take action to address the situation.
  - These actions are not prescriptive but could include:
    - Reaching out to the local Regional Committee
    - Contacting leadership at the agency in question
    - Reviewing recent ESG/CoC funding applications (if applicable)
- The Steering Committee workgroup may investigate a grievance against an agency that does not receive public funding.



How does this impact you?



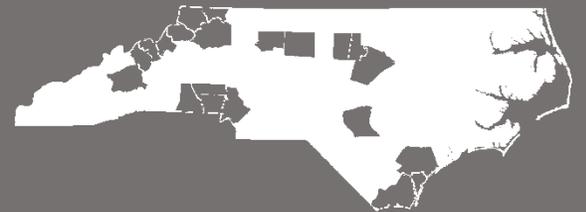
# This policy affects you!

## Steps your agency can take:

- Ensure your agency's grievance policy is included in client handbook.
- Review the Client Bill of Rights with all client facing staff.
- Ensure the Client Bill of Rights is included in client handbook or visible in your agency.



# Next Steps



# Next Steps



This training is recorded and will be available on the NCCEH website.



The LEAC will be visiting regional committees beginning in Quarter 3 to answer questions.



Email [bos@ncceh.org](mailto:bos@ncceh.org) with questions.

