

# Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT)

## Opening Script

**Note:** If the individual/household does not understand the question, or the assessor does not understand the question, clarification can be provided. Accessibility

Introduce yourself and your organization or agency (how that relates to homeless)

Let the individual/household know:

- That any question can be skipped or **refused**
- That it is important that the information given is **accurate**
- There is no preferred answer and nothing needs to be concealed or hidden
- The individual/household has a right to know where this assessment is stored by the assessor and might be shared with referral agencies.
  
- ✓ The information on this form is stored on a secure community list that gives information to the committee about their situation and needs. The information from this community list is compiled into data and sent to HUD for information and funding purposes. No identifying information is put on this community list and the community list is restricted on access.
  
- The individual/household signing the release of information has a right to know why.
  - ✓ The Release of Information will help with referrals to the correct program.
  
  - ✓ Referral to resources and programs will be made with the individual/household whenever possible. If the individual/household does not feel that referral is appropriate for their situation, alternative resources will be discussed. If the assessor needs help with finding alternative resources, the assessor can staff the case at the Referral and Monitoring Meeting (RAMM). In this case, identifying information, as outlined on the release of information, might be provided.
  
  - ✓ If the individual/household needs a referral to higher levels of service or the assessor needs assistance in helping the individual/household with options, the Southwest Homeless Coalition Regional Committee's (SWHCRC) Referral and Monitoring Meeting (RAMM) will discuss the case and assist with resource referral. In this case, identifying information, as outlined on the release of information, might be provided.
  
- The individual/household has a right to submit a complaint or grievance about the Coordinated Assessment (CA) process, the agency giving the assessment, or the referral agency.

## SOUTHWEST COORDINATED ASSESSMENT

### INDIVIDUAL/HOUSEHOLD GRIEVANCE PROCESS

1. Referral to resources and programs will be made with the individual/household whenever possible. If the household does not feel that referral is appropriate for their situation, alternative resources will be discussed. If the assessor needs help with finding alternative resources, the assessor can staff the case at the Referral and Monitoring Meeting (RAMM). If there is still dissatisfaction with the referral, the individual/household can file a grievance.
2. The SWHCRC recognizes that one assessment is not a comprehensive view of the whole person or household. If an individual/household does not agree with the VI SPDAT score, the individual/household can file a grievance.
3. Any individual/household has a right to express frustration and /or dissatisfaction with the Coordinated Assessment process. An individual/household can also file a grievance if they do not believe the process is fair, or they have a concern with how they were treated by the agency completing the assessment and/or the referral agency, Also, a grievance can be filed if they do not feel that their opinion was heard, if they feel that they have been negatively affected by the Coordinated Assessment process, or if they have other concerns.

A grievance must be filed within 14 days of the incident.

To file a grievance:

- a. You can call
  - a. The Coordinated Assessment Lead, Monica Frizzell  
828-586-5501 ext. 1225 or
  - b. The SWHCRC Regional Lead, Marilyn Chamberlin  
828-354-0999
- b. You can fax the enclosed form to
  - a. The Coordinated Assessment Lead, Monica Frizzell  
828-586-3965
- c. You can mail or hand deliver the enclosed form to
  - a. The Coordinated Assessment Lead  
Monica Frizzell  
44 Bonnie Lane  
Sylva, NC 28779
  - b. SWHCRC Regional Lead  
Marilyn Chamberlin  
PO Box 250  
1528 Webster Road  
Webster, NC 28788

**SOUTHWEST COORDINATED ASSESSMENT**  
**INDIVIDUAL/HOUSEHOLD GRIEVANCE FORM**

Please fill in the information as best you can. Please provide contact information. You should be given a decision in approximately 10 days.

DATE:

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DATE OF INCIDENT:

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INDIVIDUAL/HOUSEHOLD NAME:

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CONTACT INFORMATION:

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REASON FOR GRIEVANCE:

(Please give details)

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Staff use only

Staff use only

Date and Person Receiving the Grievance:

How was the grievance received?

Verbal

Mail

Hand delivery

Fax

Discussion:

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Determination:

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Date of Determination:

Date person submitting grievance was contacted:

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**SOUTHWEST COORDINATED ASSESSMENT**  
**ASSESSOR OR AGENCY GRIEVANCE PROCESS**

1. Any assessor or agency has a right to express frustration and /or dissatisfaction with Coordinated Assessment. An assessor or agency can also file a grievance if they do not believe the process is fair, or they have a concern with how they were treated by an agency and/or program. A grievance can be filed if they have a concern over the Coordinated Assessment process, if they have a concern over a program and/or agency not accepting referrals, if they have a concern over communication with the coordinated assessment process or referral process, or if they feel that their individual/household has been negatively affected by the Coordinated Assessment process.

A grievance must be filed within 14 days of the incident.

To file a grievance:

- a. You can call
  - a. The Coordinated Assessment Lead, Monica Frizzell  
828-586-5501 ext. 1225 or
  - b. The SWHCRC Regional Lead, Marilyn Chamberlin  
828-354-0999
  
- b. You can fax the enclosed form to
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PO Box 250  
1528 Webster Road  
Webster, NC 28788

**SOUTHWEST COORDINATED ASSESSMENT**  
**ASSESSOR OR AGENCY GRIEVANCE FORM**

Please fill in the information as best you can. Please provide contact information. You should be given a decision in approximately 10 days.

DATE:

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DATE OF INCIDENT:

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INDIVIDUAL/AGENCY NAME:

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CONTACT INFORMATION:

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REASON FOR GRIEVANCE:

(Please give details)

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Staff use only

Staff use only

Date and Person Receiving the Grievance:

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Date of Determination:

Date person submitting grievance was contacted:

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# SOUTHWEST HOMELESS COALITION REGIONAL COMMITTEE (SWHCRC)

## GRIEVANCE PROCESS PROCEDURE

The Southwest Homeless Coalition Regional Committee (SWHCRC) strives to resolve grievances in a timely manner. Grievances will be staffed at either the Regional and Monitoring Meeting (RAMM) or the SWHCRC regular meeting, or at a special meeting called to address the grievance. Though all members will be invited to the discussion on the grievance, only those that do not have a conflict of interest will be a part of the decision. The turn around time for a grievance will be 10 days of the date the grievance was filed. If a grievance cannot be resolved at the local level, the grievance will be referred to the Coordinated Assessment Council (CAC).

Once a grievance has been submitted and indicates:

1. There is dissatisfaction with a VI SPDAT scores, the following options can be given:
  - a. Another staff in the same agency can administer the assessment for another score
  - b. Another staff in a different agency can administer the assessment for another score
  - c. If both of the above options have been explored, than the situation can be reviewed with the RAMM for alternatives.
2. There is dissatisfaction with the referral (for example the referral is not appropriate); the grievance will be brought to the RAMM for alternative resources, options and/or solutions.
3. There is dissatisfaction with the referral (for example the referral agency was not professional or the referral agency did not follow up appropriately); the grievance will be brought to the SWHCRC to address the concern with a plan to follow up.
4. There is dissatisfaction with the Coordinated Assessment process, indication the process is unfair, or the CA process has had a negative affect; the grievance will be brought to the SWHCRC meeting for discussion and re-examination of the CA process.

Programs do not reject referrals in our committee. The philosophy of our programs is the Housing First model. Housing First is a training that is completed in conjunction with Coordinated Assessment. The programs are not allowed to reject referrals except for the reasons below. Therefore programs are allowed to reject 0 referrals in a year.

The only time a program can reject a referral is:

1. A household does not quality for the program. For example they are not literally homeless.
2. There are not any available slots or the funding is not available. In this situation, households are put in a waiting pool.

Alternative options for any household, including the above rejections, are built into the RAMM.