

# HOMELESS POLICY DEPUTIES MEETING AGENDA

**MEETING WILL TAKE PLACE IN PERSON WITH A VIRTUAL OPTION**

**Date:** Thursday, April 24, 2025  
**Time:** 3:00 – 4:00 PM  
**Location:** Kenneth Hahn Hall of Administration  
500 West Temple St.,  
Room 374-A  
Los Angeles, CA 90012

For members of the public who wish to join virtually or over the phone, please see below:

**Microsoft Teams Link:** [Click here to join the meeting](#)

**Teleconference Number:** +1 323-776-6996,,728455318#

**For Spanish interpretation, members of the public should send emails within 48 hours in advance of the meeting to [ClusterAccommodationRequest@bos.lacounty.gov](mailto:ClusterAccommodationRequest@bos.lacounty.gov)**

	AGENDA ITEM	LEAD
I.	Welcome and Introductions	Lilit Bagdzhyan, Fifth District
II.	Presentation on the Los Angeles Homeless Services Authority's Grievance Policy	Dr. Holly Henderson Director, Risk Management Los Angeles Homeless Services Authority
III.	Presentation on Housing for Health's Grievance Policy	Karen Hamilton, MPA/MBA Associate Director, Risk Management and Participant Experience Housing for Health, LA County Department of Health Services  Renee Williams, MA Risk Manager, Risk Management and Participant Experience Housing for Health, LA County Department of Health Services  Leepi Shimkhada, MA Deputy Director Housing for Health, LA County Department of Health Services
IV.	Items Recommended for Future Discussion	

V.	Public Comment*	
----	-----------------	--

\* Public Comment is limited to one minute. Those joining virtually interested in speaking should raise their hand on Microsoft Teams and unmute once called upon by the Chair. Those on their phones should press \*5 to raise their hand and \*6 to unmute.

**NEXT MEETING: May 8, 2025**



# LAHSA's Grievance Process

LOS ANGELES' HOMELESS SERVICES AUTHORITY

Dr. Holly Henderson, Director of Risk Management

April 2025

## LAHSA'S GRIEVANCE PROCESS

### What is a grievance

An official statement of a complaint a participant may have with respect to the service provider action or failure to act in accordance with the required service provisions that adversely affect the individual participant's rights, duties, welfare, or status.



## Common Type of Grievances

Quality of  
Services

Quality of  
Facility

Program Rule  
Violations

Non-nutritious  
Food

Participant  
Favoritism

Harassment

Discrimination

Wrongful  
termination or exit  
from the program

Assault and  
Battery

Substance Abuse  
(or sale of)

Theft



All participants have a right to receive **trauma-informed**, **compassionate**, and **confidential** responses to concerns raised while in receipt of LAHSA-funded services.



## LAHSA Obligations

### 24 CFR 966.50

To set forth the requirements, standards and criteria for a grievance procedure to be established and implemented by homeless service providers across the Continuum of Care to assure that an enrolled participant is afforded an opportunity for a hearing if the individual disputes within a reasonable time any service provider action or failure to act in accordance with the required service provisions that adversely affect the individual participant's rights, duties, welfare, or status.



## Quality Standards Training

The Quality Standards Training offered through LAHSA's Centralized Training Academy

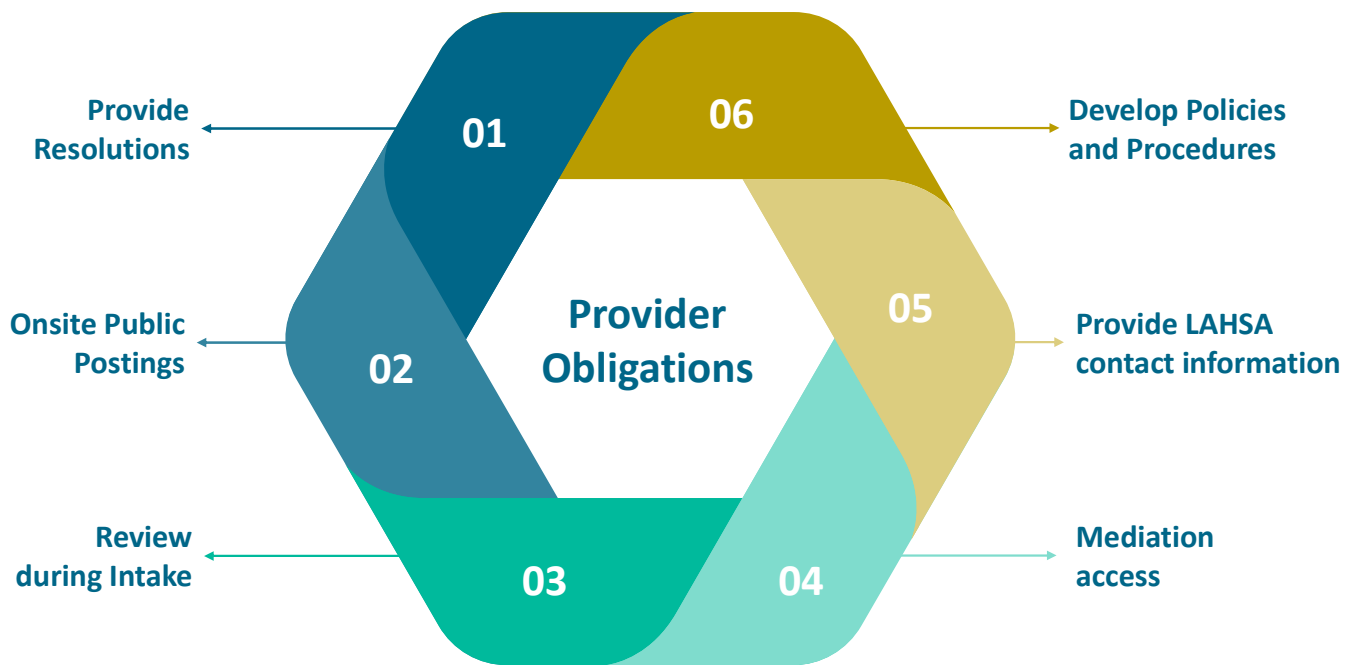
- The training aims to help agencies effectively apply processes related to:
  - Grievances
  - Appeals
  - Terminations
  - Mitigation plans
- The training addresses funded programs and shelter service requirements related to:
  - Continuum of Care (CoC)
  - Assembly Bill 1991
  - Fair Housing and Equal Opportunity Appeals
  - Accessibility and integrative housing services for persons with disabilities
  - Housing for specific subpopulations
  - LAHSA Program Standards and Scope of Required Services



The training ensures that agency staff are well-equipped to:





- Manage participant concerns
- Maintain compliance with LAHSA contractual agreements





## Phase 1: Grievance is Addressed at the Service Provider Level

Participants and the Service Provider completed the grievance and termination appeal process at the agency level. If a participant wishes to file an appeal after this review, it moves to phase 2

 <b>STAGE 1</b>	 <b>STAGE 2</b>	 <b>STAGE 3</b>	 <b>STAGE 4</b>
The provider receives a formal grievance from a participant.	Participant receives acknowledgement of receipt of filed grievance within <u>three business days</u> .	The participant receives a clear written determination of the grievance outcome within 10 business days from the date of the initial filing.	The provider explains the process for submitting an appeal.



## Phase 2: LAHSA Appeal Review process

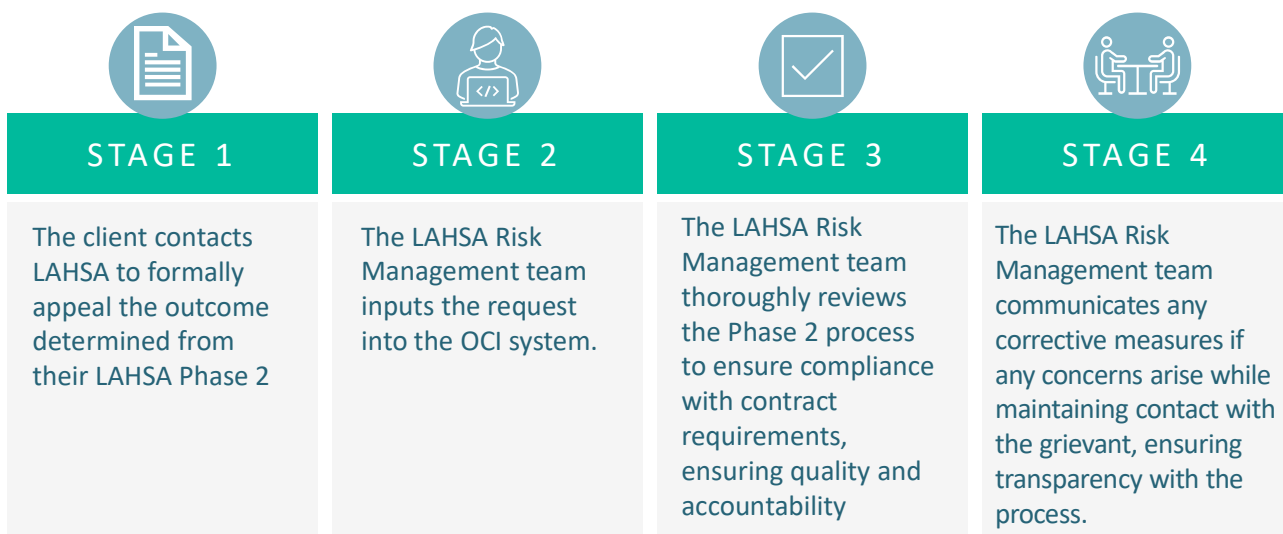
LAHSA reviews the grievance and termination appeal process in Phase 1 to confirm that the participant received due process and complied with requirements.



9

## Phase 3: LAHSA Risk Management Investigations Review

The LAHSA Risk Management Investigations Unit, a specialized team that investigates and resolves potential risks and issues related to the grievance process, thoroughly reviews the determined outcome of the Phase 2 review to verify compliance with requirements.



10

# Contact Information



## LAHSA Grievance Line



Phone: (213) 225-8442



Fax: (213) 892-0093



Email: [grievances@lahsa.org](mailto:grievances@lahsa.org)



Website: [www.lahsa.org/contact-us](http://www.lahsa.org/contact-us)

## DPH



Email: [DPH-IHP@ph.lacounty.gov](mailto:DPH-IHP@ph.lacounty.gov)



Phone line: (888) 700-9995

## LA County Fraud Hotline



Hotline: (800) 544-6861

# Questions





# Participant Grievance and Resolution Process

**Karen Hamilton, MPA/MBA** Associate Director, DHS HFH Risk Management and Participant Experience

**Renee Williams, MA** Risk Manager, DHS HFH Risk Management and Participant Experience

**Leepi Shimkhada, MA** Deputy Director, DHS HFH



HOUSING  
FOR  
HEALTH

HFH Grievance and  
Resolution Process

## Risk Management and Participant Experience (RMPE) Team

**Housing for Health** is a division of the LA County Department of Health Services that offers a full continuum of services.

HFH's Risk Management and Participant Experience\*:

- **Centralized team** that assesses and manages the likelihood/impact of **potential risks** and develops strategies to **minimize harm and measure effectiveness**.
- Triages **incoming incidents and grievances** to program teams for investigation to ensure:
  - **Participants achieve resolution**
  - **Contracted providers meet contractual obligations** and maintain risk management compliance



HFH is committed to **helping our program participants achieve health and well-being** through our **continual evaluation and improvement** for high-quality services.

Under HFH's grievance policy:

An active program participant **has the right to file a complaint or grievance** when dissatisfied with their experience of services received from an **HFH workforce member or contracted service provider** and to reach resolution.

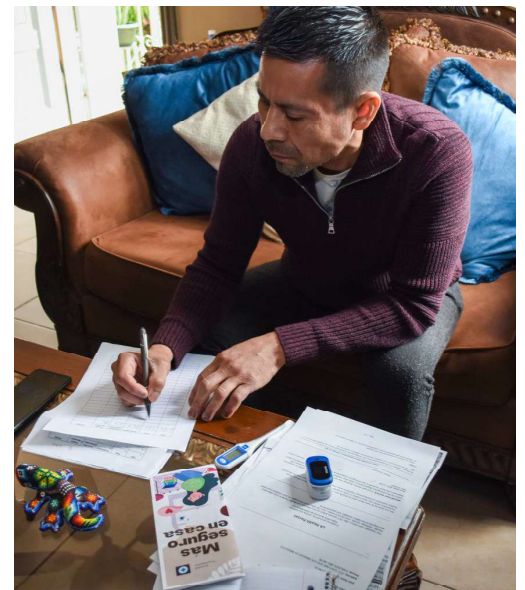


3

**An active program participant may file a complaint or grievance at any time with HFH or their contracted service provider.**

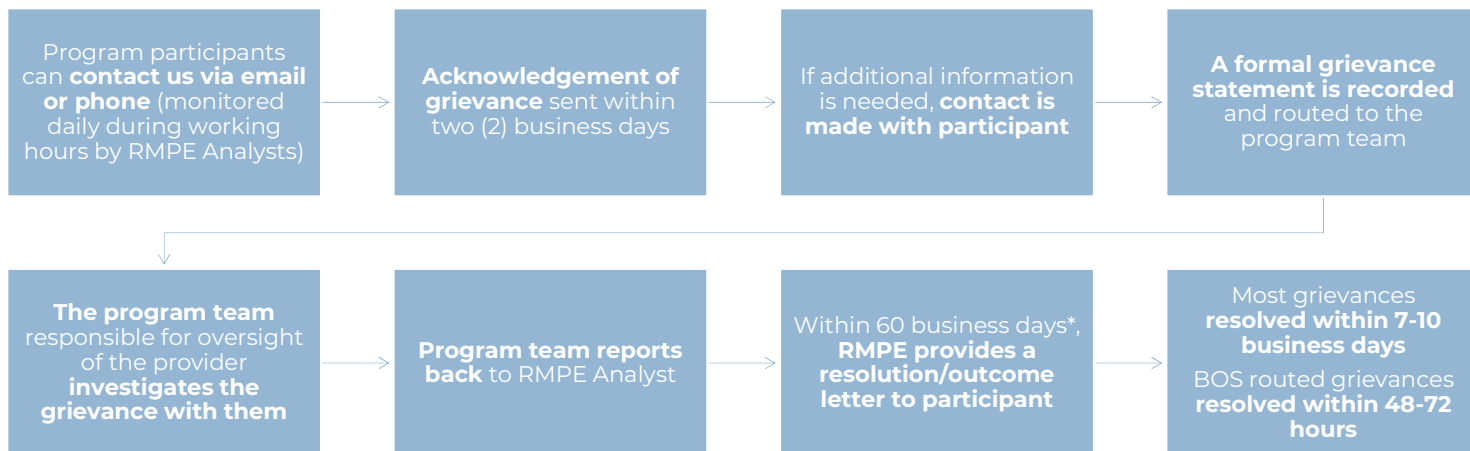
Participants may authorize a representative to act on their behalf, should they experience unfair, inequitable treatment/services or feel dissatisfied with housing/supportive services.

A program participant will not be retaliated, discriminated against, or receive any other penalty or punitive action and/or unreasonable interruption in program services for filing a complaint or grievance.



4

## How HFH Addresses and Resolves Submitted Grievances



## Ensuring Adherence to Grievance Policy

To ensure contracted providers maintain contractual compliance and adhere to their grievance policy, HFH program teams will **facilitate case conferences and/or conduct facility site visits to speak with participants and provide technical assistance.**

If necessary, complex cases may be escalated to HFH Executive Leadership and agency leadership for problem-solving and resolution.



Dissatisfaction  
with provider

Dissatisfaction  
with housing  
unit or facility

Discrimination,  
retaliation, or  
harassment

Unable to reach  
case manager or  
housing  
coordinator

Inquiries from  
Constituents and  
Active Program  
Participants

Request a new  
case manager or  
provider

**Participants and Board Offices can submit grievances to:**

---

Email: **[HFH-RMPE@dhs.lacounty.gov](mailto:HFH-RMPE@dhs.lacounty.gov)**

Call: **(213) 547-0826**



# Thank you!



**Health Services**  
LOS ANGELES COUNTY

HOUSING  
FOR  
HEALTH