

Young Adult Rapid Rehousing (YARR)

Appeal Policy

Purpose: Quality service delivery is a partnership between every VOA YARR staff member and every Young Adult (YA) in Volunteers of America Northern New England (VOA)YARR Program. Each YA has the right to appeal against the discontinuance of services to the YA by VOA YARR staff and to make suggestions towards improving our YARR services and/or programming.

Policy: This policy documents the steps a YA should take to appeal against the discontinuation of VOA YARR Program services. Every effort will be made to address concerns and/or grievances in a timely and appropriate fashion.

Procedures:

1. YA will complete **Part A** of the **Appeal Form** and submit it via the YARR email address: yhdp@voanne.org
2. The VOA YARR Lead Housing Coordinator (LHC) will meet with the YA and verbally discuss the YA's concerns and gather further information within a **48 (forty-eight)**-hour period.
 - a. If the VOA YARR LHC believes the appeal needs to be addressed further, they will move forward with a formal investigation around the appeal and concerns surrounding the program discharge/discontinuation of services. The VOA YARR LHC may seek assistance from the VOA Director of Homeless Services.
3. Once the VOA YARR LHC has met with all the appropriate individuals and has enough information to appropriately address the appeal and concern(s), they will contact the YA (and/or YA's assigned POC) to conclude the matter.
 - a. The VOA YARR LHC will complete **Part B** of the **Appeal Form**, along with any additional documentation. A copy of the completed appeals form will be provided to the YA and placed in the YA's personnel/program file.
 - b. A copy will also be sent to the VOA Director of Homeless Services.
4. If the appeal involves the VOA YARR LHC as the assigned VOA YARR staff working directly with the YA filing the appeal, then the appeal should be submitted to yhdp@voanne.org email address and immediately forwarded on to the VOA Director of Homeless Services.
5. If the YA is not satisfied with the handling/outcome of the appeal or concern by the VOA YARR LHC, the YA may also submit an appeal in writing in adherence to the following procedure:

Internal Appeal Process

1. A YA has **72 (seventy-two)** hours to write a letter of appeal to the VOA Director of Homeless Services stating they would like to appeal against the decision made by the VOA YARR LHC and why they are unsatisfied with the decision made by the VOA YARR LHC.
2. The VOA Director of Homeless Services will, upon receipt of the written letter of appeal from the YA, conduct an internal investigation regarding the appeal within **5 (five)** business days and may overturn or uphold the decision of the VOA YARR LHC based on the outcomes of the Director's investigation.
3. The VOA Director of Homeless Services will, within **2(two)** business days after the completion of the Director's appeal investigation, notify the VOA YARR LHC and YA of their decision to overturn or uphold the decision of the VOA YARR LHC.

The VOA Director of Homeless Services' decision is the last step in the grievance appeal process and final.

To address grievances and concerns in a timely manner, it is important for YAs to provide updated contact information (e.g., phone number and email addresses) so that VOA staff can reach them for any additional information, and/or to schedule follow-up meetings, and discuss outcomes.

Part B

YARR Program DECISION/RESPONSE (To be completed by VOA YARR LHC or VOA Director of Homeless Services)

VOA YARR Program Staff Name:_____Date Appeal Received:_____

[illegible]

VOA/YARR Staff Signature:_____ **Date:**_____

YA Signature: _____ **Date:** _____

- **Note: Please use additional paper if needed and attach any additional information that may be helpful. Refusing to sign doesn't change the outcome of the decision made.**