



Metro Area Continuum of Care for the Homeless

COORDINATED ENTRY SYSTEM (CES) POLICY AND PROCEDURES
CES-PP-17-01: NONDISCRIMINATION AND APPEALS PROCESS
FINALIZED 6-28-17

PURPOSE: To establish a system of nondiscrimination, per established federal, state, and local laws. Additionally, to establish the process for appeals related to decisions made within the Coordinated Entry System (CES), including project-level decisions.

POLICY: MACCH’s CES, inclusive of all participating projects, will fully comply with all federal, state, and local laws related to nondiscrimination, including but not limited to: the [Fair Housing Act](#); the [Rehabilitation Act \(Sec. 504\)](#); the [Civil Rights Act \(Title VI\)](#); the [Americans With Disabilities Act \(Titles II & III\)](#); and [HUD’s Equal Access to Housing Final Rule](#). Additionally, MACCH’s CES will implement procedures for persons and/or households experiencing homelessness to appeal CES decisions, in compliance with the [HUD Coordinated Entry Notice](#). Each project participating in the CES is required to implement their own policy for project-level appeals, in accordance with HUD’s requirements for appeals.

PROCEDURE I: NONDISCRIMINATION PROCEDURES

A. Nondiscrimination Requirements

MACCH and all participating projects within the CES, including those opting into the CES, must comply with the nondiscrimination provisions of Federal civil rights laws, including, but not limited to, the Fair Housing Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act, The HUD Equal Access to Housing Final Rule, and Titles II or III of the Americans with Disabilities Act, as applicable (all hyperlinked above). Additionally, compliance with all State and Local nondiscrimination laws is required of all projects participating in the CES.

B. Discrimination Complaints

Any complaints of discrimination should be directed to the [Fair Housing Center of Nebraska and Iowa](#).

PROCEDURE II: APPEALS PROCEDURES

A. Coordinated Entry System (CES) Appeals

Persons and/or households experiencing homelessness seeking to appeal decisions of the CES must contact MACCH and submit an official appeal, either verbally or in writing. MACCH will communicate directly with the head of household or designee regarding the appeal. Appeals will be initially directed to the MACCH Assistant Director or other MACCH staff if so designated MACCH will have five (5) business days to consult with the head of household or designee, review all applicable evidence, consult with professional parties involved (if applicable), and issue a formal decision in writing to the household. If the head of household or designee feels the issue remains unresolved, they may further appeal to the next level of MACCH oversight beginning with the MACCH Executive Director, and, finally, an independent review committee of the MACCH Board of Directors. Each level of appeal will comply with the timelines listed above and will issue a formal response in writing to the head of household or designee. If appealed

to the MACCH Board of Directors, that decision will be considered final and binding (pending any extra legal and/or Federal appeal proper). A consumer not presently affiliated with a local project sponsor/agency but still appealing a Coordinated Entry decision (such as consumers served via street outreach) may file an appeal directly with MACCH staff.

MACCH will maintain and review records of all CES appeals for at least 5 years, in compliance with HUD recordkeeping requirements. In its role as federal funding entity, HUD shall assume and maintain regulatory oversight regarding Coordinated Entry in matters of compliance.

B. Project-Level Appeals

All projects participating in the CES, whether as part of funding requirements or through voluntary participation, are required to have a project-level appeals policy and procedures in place, inclusive of the procedures for appeals and in accordance with HUD requirements of due process. All persons and/or households being screened for project admission must be provided information on their right to file an appeal and the process in which to do so. Households contacting MACCH regarding project-level decisions will be directed to the specific program to address concerns and pursue appeals. Projects must fully comply with their project-level appeals process and notify MACCH, as CES lead, of any appeals related to the processing and acceptance of CES referrals. The MACCH notification requirement only applies to the timeframe from referral receipt through processing and acceptance/denial of referrals, up to and including formal project entrance or referral closure. Projects must provide all appeal responses in writing to the head of household or designee and copy MACCH via email.

Additional Resources:

HUD Coordinated Entry Policy Brief: <https://www.hudexchange.info/resources/documents/Coordinated-Entry-Policy-Brief.pdf>