

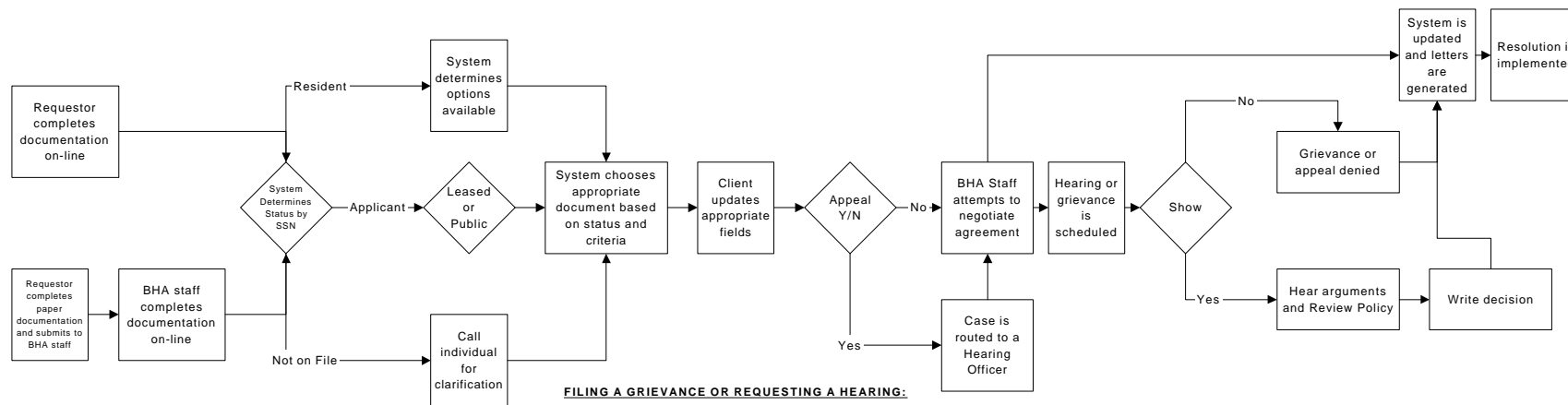
## Grievance and Appeals:

### Overview

The grievance and hearing process covers residents, applicants, voucher holders and participants. The procedures and appeals process varies based on the type of grievance. Cases are routed to the grievance panel and hearing officers based on the type. Various documentation is required based on the type of issue as well. All supporting documentation must be tracked and readily available. Time sensitive information and notifications are required

### Future Workflow Process Maps:

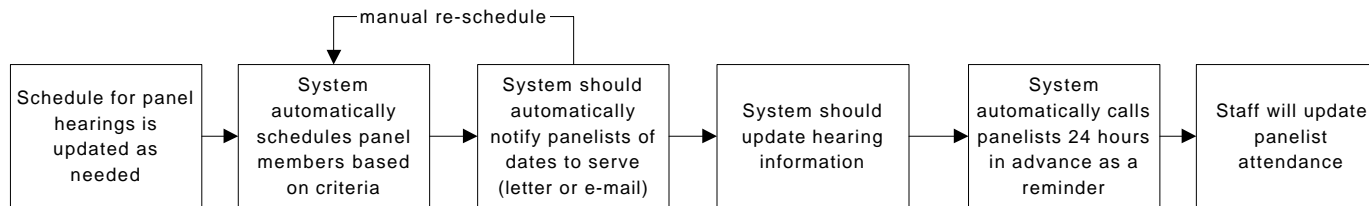
#### GRIEVANCE AND APPEALS PROCESS:



#### FILING A GRIEVANCE OR REQUESTING A HEARING:

- System should allow user to make request on-line
- System should allow BHA staff to enter request information based on access to the client's record (ex: Charlestown staff can only enter requests for Charlestown residents or applicants with pending Charlestown offers)
- System should maintain online forms to file a grievance or appeal
- System should determine appropriate documentation based on client status
- System should determine client status from client database
- System should only allow certain types of appeals or grievances based on requester's status
- System should route appeal or grievance information via workflow
- System should track and log BHA witnesses
- System should notify BHA witnesses via e-mail when hearing is scheduled
- System should maintain the client's advocate information and should copy advocate via email or letter whenever information is sent to their client.
- System should allow online access to client or client's advocate/attorney to check or review decision or status
- System should allow client or representative to review appointment date online
- System should allow for electronic signature of documents
- System should allow scanned and other electronic documents to be attached to grievance record
- System should generate letters with appropriate client information
- System should allow client to request a reasonable accommodation during the grievance process
- Grievance system should integrate with reasonable accommodation database
- System should allow client to request mitigating circumstances during the grievance process
- System should automatically schedule hearing and notify all parties via letter/email/fax
- System should maintain secure / confidential access to all information based on user profile
- System should have the ability to track deadlines and dates by different stages of the process
- System should maintain the status of all grievances or appeals
- System should allow grievance or appeal process to be put on "hold"
- System should track the reason why the process has been placed on hold and flag appropriate staff when issue has been resolved (ex: reasonable accommodation request)
- System should interface with applicant, voucher holder, participant and resident data
- System should interface to pending litigation system(currently time matters)
- System should notify the legal department if a grievance is filed on a pending case

## SCHEDULING PANELISTS



### SCHEDULE PANEL:

- System should track all cases to be scheduled for hearings
- System should track all available time slots for hearings
- System should automatically schedule cases based on user defined criteria (such as type of case, length of time since filing, etc)
- System should maintain a list of residents and employees who are eligible to serve
- System should maintain a list of an individual's last service date and experience
- System should maintain other BHA user-defined data related to special experience and other related information
- System should match eligible panelists based on user-defined criteria
- System should maintain contact information for each potential panelist
- System should automatically notify panelists when they have been selected (via letter or e-mail)
- System should allow manual intervention if panelist is unable to serve
- System should interface with a telephone reminder system
- System should interface with internal e-mail systems
- System should maintain the attendance record for each panelist

No.	Process	Requirement Description	P*	Comments
1.	Filing a Grievance or Requesting a Hearing:	System should allow user to make request on-line	2	
2.	Filing a Grievance or Requesting a Hearing:	System should allow BHA staff to enter request information based on access to the client's record (ex: Charlestown staff can only enter requests for Charlestown residents or applicants with pending Charlestown offers)	1	
3.	Filing a Grievance or Requesting a Hearing:	System should maintain online forms to file a grievance or appeal	1	
4.	Filing a Grievance or Requesting a Hearing:	System should determine appropriate documentation based on client status	1	
5.	Filing a Grievance or Requesting a Hearing:	System should determine client status from client database	1	
6.	Filing a Grievance or Requesting a Hearing:	System should only allow certain types of appeals or grievances based on requester's status	1	
7.	Filing a Grievance or Requesting a Hearing:	System should route appeal or grievance information via workflow	1	
8.	Filing a Grievance or Requesting a Hearing:	System should track and log BHA witnesses	1	
9.	Filing a Grievance or Requesting a Hearing:	System should notify BHA witnesses via e-mail when hearing is scheduled	1	
10.	Filing a Grievance or Requesting a Hearing:	System should maintain the client's advocate information and should copy advocate via email or letter whenever information is sent to their client.	2	
11.	Filing a Grievance or Requesting a Hearing:	System should allow online access to client or client's advocate/attorney to check or review decision or status	2	
12.	Filing a Grievance or Requesting a Hearing:	System should allow client or representative to review appointment date online	1	
13.	Filing a Grievance or Requesting a Hearing:	System should allow for electronic signature of documents	2	
14.	Filing a Grievance or Requesting a Hearing:	System should allow scanned and other electronic documents to be attached to grievance record	2	
15.	Filing a Grievance or Requesting a Hearing:	System should generate letters with appropriate client information	1	

Legend:

<b>P*riority</b>	1 = Mandatory	2 = Important	3 = Nice to Have
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No.	Process	Requirement Description	P*	Comments
16.	Filing a Grievance or Requesting a Hearing:	System should allow client to request a reasonable accommodation during the grievance process	1	
17.	Filing a Grievance or Requesting a Hearing:	Grievance system should integrate with reasonable accommodation database	2	
18.	Filing a Grievance or Requesting a Hearing:	System should allow client to request mitigating circumstances during the grievance process	1	
19.	Filing a Grievance or Requesting a Hearing:	System should automatically schedule hearing and notify all parties via letter/email/fax	1	
20.	Filing a Grievance or Requesting a Hearing:	System should maintain secure / confidential access to all information based on user profile	1	
21.	Filing a Grievance or Requesting a Hearing:	System should have the ability to track deadlines and dates by different stages of the process	1	
22.	Filing a Grievance or Requesting a Hearing:	System should maintain the status of all grievances or appeals	1	
23.	Filing a Grievance or Requesting a Hearing:	System should allow grievance or appeal process to be put on "hold"	1	
24.	Filing a Grievance or Requesting a Hearing:	System should track the reason why the process has been placed on hold and flag appropriate staff when issue has been resolved (ex: reasonable accommodation request)	2	
25.	Filing a Grievance or Requesting a Hearing:	System should interface with applicant, voucher holder, participant and resident data	1	
26.	Filing a Grievance or Requesting a Hearing:	System should interface to pending litigation system(currently time matters)	1	
27.	Filing a Grievance or Requesting a Hearing:	System should notify the legal department if a grievance is filed on a pending case	1	
28.	Schedule Panel:	System should track all cases to be scheduled for hearings	1	
29.	Schedule Panel:	System should track all available time slots for hearings	1	
30.	Schedule Panel:	System should automatically schedule cases based on user defined criteria (such as type of case, length of time since filing, etc)	2	

Legend:

<b>P*riority</b>	1 = Mandatory	2 = Important	3 = Nice to Have
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No.	Process	Requirement Description	P*	Comments
31.	Schedule Panel:	System should maintain a list of residents and employees who are eligible to serve	1	
32.	Schedule Panel:	System should maintain a list of an individual's last service date and experience	1	
33.	Schedule Panel:	System should maintain other BHA user-defined data related to special experience and other related information	2	
34.	Schedule Panel:	System should match eligible panelists based on user-defined criteria	1	
35.	Schedule Panel:	System should maintain contact information for each potential panelist	1	
36.	Schedule Panel:	System should automatically notify panelists when they have been selected (via letter or e-mail)	1	
37.	Schedule Panel:	System should allow manual intervention if panelist is unable to serve	1	
38.	Schedule Panel:	System should interface with a telephone reminder system	3	
39.	Schedule Panel:	System should interface with internal e-mail systems	2	
40.	Schedule Panel:	System should maintain the attendance record for each panelist	1	

Legend:

<b>P*riority</b>	1 = Mandatory	2 = Important	3 = Nice to Have
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