
WASHTENAW COUNTY HMIS GRIEVANCE PROCEDURE

1. The consumer may either request a copy of the Washtenaw County HMIS Grievance form from the grieved agency's HMIS Agency Administrator/ Security Officer or download the document from the Washtenaw County Office of Community & Economic Development's (OCED) website.ⁱ
2. The consumer must submit the completed grievance form to the following address:

Office of Community & Economic Development

Attn: HMIS System Administrator

415 West Michigan Ave Suite # 2200

Ypsilanti, MI 48197

3. The Washtenaw County HMIS System Administrator, with assistance of the grieved agency's HMIS Agency Administrator/ Security Officer, will begin the grievance investigation, upon receipt of the grievance form. The investigation process will include a reasonable investigation in to the staff referenced on the grievance form, if applicable, and an examination of the HMIS Client record in ServicePoint.

If a breach has occurred, a corrective action plan will be implemented. A corrective action plan may include the removal of a HMIS license, client notification, and any appropriate legal action.

4. The Washtenaw County HMIS System Administrator will notify the consumer, by the consumer's preferred methodⁱⁱ, of the investigation's findings within 10 business days of receiving of the grievance.
5. If the consumer disputes the grievance findings, the consumer must submit a formal appeal, in writing, to the OCED Human Services Manager.
6. If the consumer disputes the appeal findings, the consumer must submit a second appeal, in writing, to the OCED Director.
7. The OCED Director's decision is final. Once the consumer is notified of the final appeal findings, the grievance investigation will be closed.

ⁱ OCED Website: <http://www.ewashtenaw.org/government/departments/community-and-economic-development/human-services/hmis/hmis-staff-resources>

ⁱⁱ Notification may include both email and mailed communications