



Grievance Policy and Procedure Monitoring Project Plan

February 4, 2026

Overview

This memorandum will describe how EveryOne Home, the Oakland, Berkeley/Alameda County Continuum of Care (CoC), will monitor the grievance policies and procedures of CoC-funding recipients and subrecipients.

The purpose of monitoring is to determine whether CoC-funding recipients and subrecipients are complying with: US Department of Housing and Urban Development (HUD) regulations, other legal requirements, and program goals identified in the Notice of Funding Opportunity (NOFO) application.

HUD regularly monitors CoCs, but CoCs should also monitor themselves at least annually. Pursuant to the CoC Interim Rule [24 CFR 578](#) and the [Memorandum of Understanding \(MOU\) between EveryOne Home and Alameda County Health – Housing and Homelessness Services \(H&H\)](#), H&H is the Collaborative Applicant and is responsible for monitoring CoC-funding recipients and subrecipients. For more information about the Collaborative Applicant’s responsibilities, including monitoring, please review the [Collaborative Applicant MOU Frequently Asked Questions \(FAQ\)](#).

In 2026, monitoring will focus on grievance policies and procedures for three main reasons:

- All CoC-funding recipients and subrecipients are required to have written grievance policies and procedures,
- The written grievance policies and procedures must meet certain requirements to comply with HUD regulations and federal law, and
- Committees and the community have identified grievance policies and procedures as a high priority for the CoC.

The Grievance Policy and Procedure Monitoring Scorecard will evaluate each entity’s grievance policy and procedure to determine if they contain the mandatory and implied requirements. For each mandatory and implied element, it will be determined if the grievance policy and procedure:



- Meets Expectations: Achieves all required standards and fulfills responsibilities as defined by HUD regulations.
- Needs Improvement: Does not consistently meet required standards or deliverables; improvement plans should be developed and monitored.

It is important to note that policies and procedures are always evolving and improving! If a policy or procedure area needs improvement, then there is an opportunity for continued growth. A finding of needs improvement is not intended to penalize a provider, but rather to support them coming into alignment with HUD regulations.

This Scorecard will also evaluate whether the entity’s grievance policy and procedure include best practices. An entity will not be penalized for not adopting a best practice, but including best practices indicates that an entity’s grievance policy and procedure is exceeding expectations in that area. Exceeds expectations means that the policy and procedure achieve all required standards and responsibilities laid out in the HUD regulations and demonstrates clear added value, such as implementing improvements, going beyond scope, or modeling best practices, including partnership and collaboration, that advance system goals.

Project Plan Overview

<p>Phase 1: Monitoring and Review</p>	<ul style="list-style-type: none"> • Homebase will request grievance policies and procedures from the recipients and sub recipients of CoC-funding. • Homebase will hold a meeting with providers to preview the monitoring process and provide copies of the Monitoring Project Plan and the Grievance Policy Monitoring Scorecard.
<p>Phase 2: Evaluation</p>	<ul style="list-style-type: none"> • Homebase will conduct an initial evaluation of each recipient and sub-recipient’s policy and procedure to determine whether it includes all required elements. • Homebase will provide an initial Monitoring Scorecard to each recipient and sub-recipient, who will have the opportunity to respond and provide more information. • Homebase will revise the Monitoring Scorecard based on any additional information that has been received and provide a final Monitoring Scorecard. Recipients and sub-recipients will be allowed to submit an optional written one-page response to the Monitoring Scorecard to be included with the final report. • Homebase will conduct a focus group and survey to solicit feedback from individuals who have submitted a grievance against a CoC-funded recipient or subrecipient. Individuals with



	<p>lived experience will be asked to identify best practices they would like to see in grievance policies and procedures.</p>
<p>Phase 3: Reporting and Recommendations</p>	<ul style="list-style-type: none"> • Homebase will draft a Grievance Policy Monitoring Report, which will include: <ul style="list-style-type: none"> ○ All Monitoring Scorecards, ○ Any written responses from entities that have been received, ○ Summary of PWLE feedback, and ○ Recommendations CoC recipients and subrecipients' grievance policies and procedures. • Homebase will publish the Grievance Policy Monitoring Report on the EveryOne Home website. • Homebase will report out on the Grievance Policy Monitoring Report to the Leadership Board and Evidence-Based Solutions Committee.
<p>Phase 4: Technical Assistance</p>	<ul style="list-style-type: none"> • Homebase will provide technical assistance to entities that want to improve their grievance policies and procedures, including sample language for mandatory requirements and best practices that can be incorporated into existing policies. • Technical assistance will include a draft grievance policy and procedure that entities can use to modify their internal policies. Entities can also choose to participate in one-on-one technical assistance from Homebase.

Project Plan Phase 1: Monitoring and Review

Action Step	Deadline
Homebase will request grievance policies and procedures from all recipients and sub recipients of CoC-funding and provide them with the Monitoring Project Plan and Grievance Policy Monitoring Scorecard.	Feb. 6, 2026
Homebase will hold a virtual meeting to review the Monitoring Project Plan and the Monitoring Scorecard. The meeting will be recorded for those recipients and sub-recipients who are unable to attend.	Feb. 13, 2026
Homebase will draft and share a survey for individuals who have submitted grievances to a recipient or sub-recipient of CoC-funding to provide feedback on grievance policies and practices. Respondents will	Feb. 13, 2026



be able to share their experiences and best practices that they have either experienced or wish they had experienced.	
Homebase will announce that a virtual focus group will be held for individuals who have submitted grievances to a recipient or sub-recipient of CoC-funding to provide feedback on grievance policies and practices. Potential participants will be asked to self-identify. Entities will also be asked to share the opportunity with individuals who have submitted grievances in the past.	Feb. 13, 2026
Deadline for Recipients and Sub-Recipients to Provide Grievance Policies and Procedures.	Feb. 13, 2026

Project Plan Phase 2: Evaluation

Action Step	Deadline
Homebase will review each recipient and sub-recipient’s grievance policy and procedure and complete an initial Monitoring Scorecard, which will be provided to the recipient and sub-recipient.	Feb. 20, 2026
Each recipient and sub-recipient will have the opportunity to review and respond to the initial Monitoring Scorecard, including providing additional information to show that their grievance policy and procedure includes required elements.	Feb. 27, 2026
Deadline for Recipients and Sub-Recipients to Respond to Initial Monitoring Scorecard.	Feb. 27, 2026
Homebase will revise the Monitoring Scorecard based on any additional information that has been received.	March 6, 2026
Homebase will provide the final Monitoring Scorecard to the entity.	March 6, 2026
The entity will be allowed to submit an optional written one-page response to the Monitoring Scorecard to be included with the final report.	March 13, 2026
Deadline for Recipients and Sub-Recipients to Respond to Submit One-Page Response with Monitoring Scorecard.	March 13, 2026
Homebase will hold virtual focus group for individuals who have submitted grievances to a recipient or sub-recipient of CoC-funding to provide feedback on grievance policies and practices.	March 13, 2026



Deadline for Individuals with Lived Experience to Respond to Survey.	March 13, 2026
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Project Plan Phase 3: Reporting and Recommendations

Action Step	Deadline
<p>Homebase will draft a Grievance Policy Monitoring Report that will include:</p> <ul style="list-style-type: none"> • Summary of the monitoring process, • All Monitoring Scorecards and any written responses from recipients and sub-recipients, • Summary of feedback from individuals who have submitted grievances in the past, and • Recommendations from Homebase. 	March 20, 2026
<p>The Grievance Policy Monitoring Report will be:</p> <ul style="list-style-type: none"> • Published on the EveryOne Home website, • Shared through the EveryOne Home listserv, and • Presented to the EveryOne Home Leadership Board. <p>Other Committees may request a report out of the Grievance Policy Monitoring Report at their discretion.</p>	April 30, 2026

Project Plan Phase 4: Technical Assistance

Action Step	Deadline
<p>Recipients and sub-recipients of CoC-funding will receive a Draft Grievance Policy and Procedure, which includes policies and procedures that comply with HUD regulations. Recipients and sub-recipients may use the Draft to revise their own policies and procedures.</p>	April 30, 2026
<p>Homebase will be available to provide one-on-one TA support to recipients and sub-recipients to revise their policies and procedures through April 30, 2026.</p>	April 30, 2026