

COMMUNITY SHELTER BOARD

APPEAL PROCESS FY20 PROGRAM OUTCOMES PLAN

Partner agencies having major disagreements with the Program Outcomes Plan (POP) resulting from the review process conducted by CSB may appeal the program outcomes plan.

An appeal may be submitted **only** under the following conditions:

- < If the agency has reason to believe that CSB misunderstood the information made available about the program.
- < If the agency has reason to believe that recommended program outcomes plan is not appropriate.

Steps in the appeal process are listed below:

1. Before deciding to appeal a recommendation, the agency must contact CSB's Operations Director to discuss the appeal. This conversation serves two purposes: 1) the possibility that the issue can be resolved without an appeal; and/or 2) the possibility that CSB staff can help clarify the agency's concerns.
2. The Agency will send written notice of the appeal to CSB. This material must be submitted to CSB no later than 3 days after the Agency's spring one-on-one meeting with CSB staff. Appeal materials received after the cutoff date will not be considered.
3. CSB staff will review the appeal and develop a staff response. If CSB staff and the agency are able to develop a mutually agreed upon resolution, the matter will be closed.
4. If CSB and the partner agency cannot achieve a mutually agreeable resolution, copies of the materials submitted by the agency and the staff response will be forwarded to CSB's Board Chair. CSB's Board Chair will review the agency's appeal and the CSB staff response. The Board Chair may take any of the following actions: a) reaffirm the Program Outcomes Plan; or b) revise the Program Outcomes Plan.
5. The recommendation of the Board Chair will be forwarded (in lieu of staff recommendations) to the CSB Board of Trustees for final approval. The decision of the CSB Board of Trustees is final.

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A partner agency may submit an appeal if agency staff or volunteers have reason to believe that CSB misunderstood the information made available about the program and/or the Program Outcomes Plan is not appropriate.

An appeal should be submitted on this form provided by CSB. Additional pages or attached materials will not be accepted. Grievances related to your agency's Funding Award Recommendation are not permissible during this appeal process.

Agency Name: _____

Program Name: _____

Please provide all the information requested in the appropriate table below:

| Outcomes | CSB's Recommendation | Agency's Appeal Request |
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