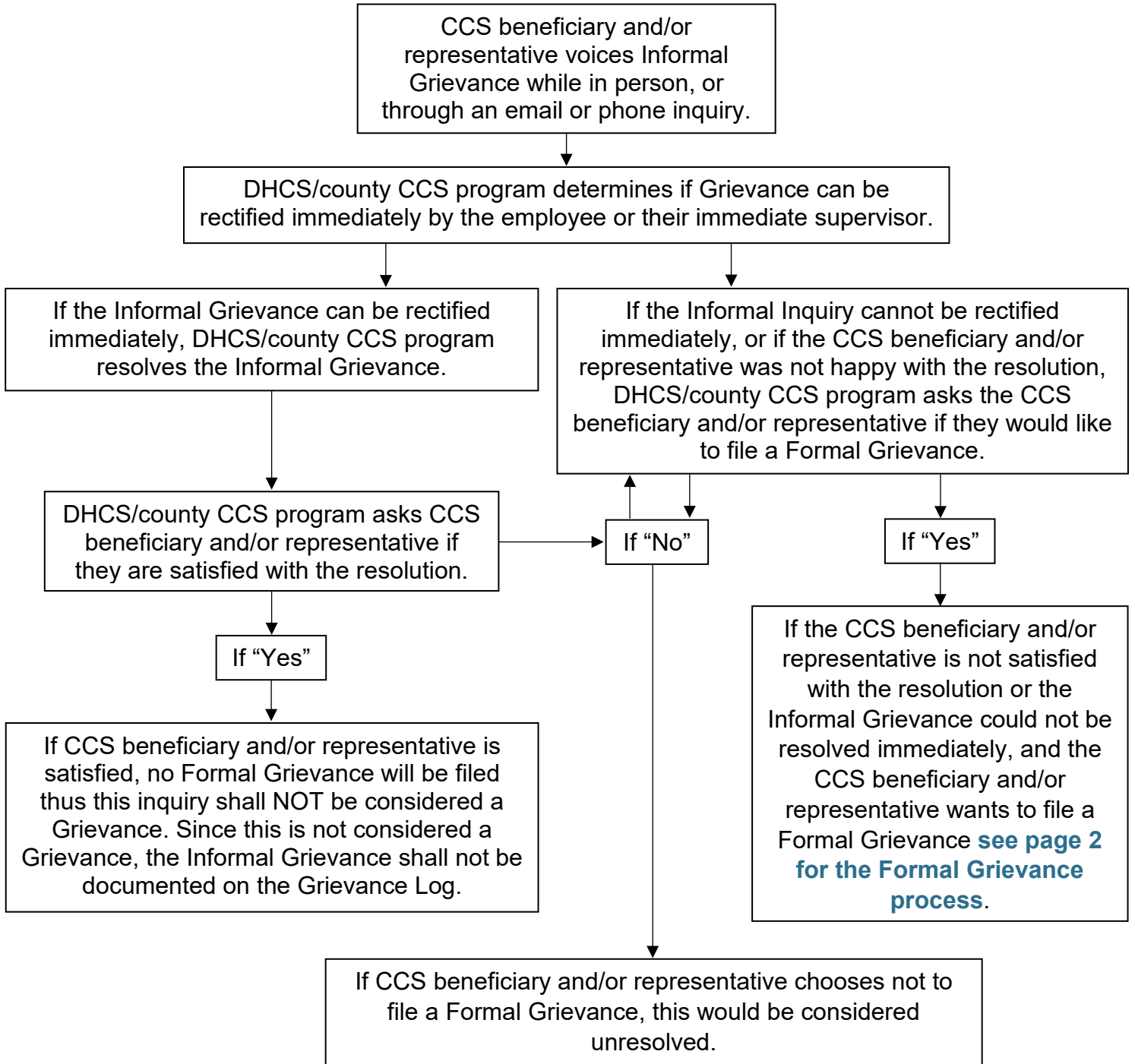


## Attachment A: Grievance Flowchart

### Informal Grievance Process



### Formal Grievance Process

**CCS beneficiary and/or representative requests to file a Formal Grievance.** If CCS beneficiary and/or representative does not provide a completed Grievance Form, DHCS/County CCS program inquires if they need assistance in completing the form.

Once the Grievance Form is filled out completely, the Formal Grievance process is established.

#### INTAKE

DHCS/county CCS program determines if the Formal Grievance is Standard or Expedited.

#### Standard Grievances

##### Acknowledge

DHCS/county CCS program has **five (5) business days** to:

- Acknowledge the Grievance.
- Send the Grievance to the county CCS program to resolve if needed.

If "Not Send"

If "Send"

##### Acknowledge

DHCS/county CCS program must acknowledge the Grievance within **five (5) business days** from the date of receipt.

##### Resolution

Standard Grievances must be addressed within **30 calendar days** from the date of receipt by notifying in writing the outcome and status within **five (5) business days** of the date the Standard Grievance was resolved.

In cases where the Standard Grievance cannot be resolved, DHCS/county CCS program provides a detailed explanation in the Grievance Log as to the reason(s) the Grievance could not be resolved and is exempt.

#### Expedited Grievances

DHCS/county CCS program redirects the CCS beneficiary and/or representative to the appropriate entity with their Grievance contact information.

##### Acknowledge

A reasonable effort must be made to verbally acknowledge an Expedited Grievance via a phone call with the CCS beneficiary and/or representative within **one (1) business day** of receipt.

##### Resolution

Expedited Grievances must be addressed within **five (5) business days** of receipt. A reasonable attempt must be made to verbally notify the CCS beneficiary and/or representative regarding the status and follow-up with a notification in writing.

If the Grievance is unresolvable, add a detailed explanation in the Grievance Log explaining the reason(s). Unresolvable Grievances, not within the scope of county duties, are exempt from the county CCS program's responsibility to resolve.