

Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA) Client Grievances

Policy 14.14

Effective: December 1, 2024

Introduction

The Tennessee Department of Human Services requires provisions for filing a grievance and providing a process for appeals.

Scope

The right to file a grievance and an appeal ensures qualified individuals can receive services funded by the Victims of Crime Act, and that recipients of those services are treated fairly.

Policy

Each Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA) sub-recipient must develop policies and procedures ensuring qualified applicants or clients of Victims of Crime Act (VOCA)-funded services can file a grievance regarding their services.

The grievance policy and applicable procedures must be explained to each client or their representative at the initial visit and upon request.

CREVAA clients have the right to file a grievance for any of the following reasons:

- Dissatisfaction with provided services
- Alleged discrimination

This policy will provide reasonable accommodations to CREVAA recipients to ensure that they have access to services for which they are eligible. Accommodations are designed and granted on a case-by-case basis to ensure that an individual's special needs are addressed.

CREVAA Grievance Process

Requests for grievances regarding CREVAA services may be made in writing or by phone to the CREVAA service provider within thirty (30) calendar days of case closure. CREVAA service providers must respond in writing to grievances within ten (10) business days after investigation. A grievance disposition may be appealed verbally or in writing within seven (7) business days.

At a minimum, all agency grievance policies must include:

- The individual or process for submitting a grievance.
 - This process should not allow a grievance to be submitted to the individual who is the subject of the grievance.
- A reasonable period for investigating and responding to a grievance.
- The process for appeal if the response is provided by any individual other than an agency's board or appointing authority.
- A copy of the grievance and disposition must be maintained in writing in the individual's file.

CREVAA Appeals Process

Requests for appeals regarding CREVAA services may be made in writing or by phone to the CREVAA agency's executive director and they must respond to appeals within fifteen (15) business days.

Documentation

The client's file must contain:

- A written documentation of the grievance, e.g., form or a narrative,
- All notes from the grievance investigation,
- A written disposition of the grievance, and
- Appeals documentation, if applicable.

Supporting Documents

None

Definitions/Acronyms

Term	Definition
CREVAA	Collaborative Response to Elder and Vulnerable Adult Abuse
TDHS	Tennessee Department of Human Services
VOCA	Victims of Crime Act

Supersedes


None

Approval History

Approved By	Approver Title	Approved Date	Effective Date
Clarence H. Carter	Commissioner	11/18/2024	12/01/2024

Revision History

Date	Version	Location of Change	Description/Reason for Change
11/18/2024	12/01/2024	New Policy	This policy was developed with provisions for filing a grievance and providing a process for appeals.

Approved By		Approval Date	11/18/2024
Authority	45 CFR § 96.70 et seq. Tenn. Code Ann. § 4-5-301, et seq.	Effective Date	12/01/2024
Application	CREVAA Service Providers		