



**Coordinated Entry Review Board (CERB)  
Appeal Form**

The purpose of the Coordinated Entry Review Board (CERB or “the Board”) is to ensure fairness within the Coordinated Entry system as well as provide oversight of its processes and procedures. The CERB Appeal process is in place to offer a path for addressing any potential issues that occur within the Coordinated Entry System (CES). Please be advised that housing partner agency staff will be responsible for submitting appeals on behalf of their clients to the CERB for consideration, and are expected to review the [current Northern Nevada Coordinated Entry Policies and Procedures document](#) prior to submission.

The Coordinated Entry process and the Community Housing Assessment Tool (CHAT) are in place to fairly prioritize those most in need of housing for the limited housing resources available in our region. CERB appeals should be pursued to:

- Address a discrepancy in a CHAT score
- Request consideration for a referral to a different program than what the client currently qualifies for based on their current CHAT score
- Offer people engaged in our local Coordinated Entry System an opportunity for additional consideration of any extenuating circumstances

Appeals should concisely describe the decision the submitter is asking the Board to make on behalf of their client. The proposed decision should be as specific as possible, and rationale should be provided.

Once completed, this form should be emailed for submission to the Northern Nevada Continuum of Care (CoC) Matchmaker at [CoCMatchmaker@washoecounty.gov](mailto:CoCMatchmaker@washoecounty.gov). CERB members will review the case and meet within one month of submission for consideration. Appeal submitters are invited to attend the CERB session when their client’s case will be heard to speak with the Board directly and answer any questions they may have, though it is not required to attend.

CERB hearings are facilitated remotely on a bi-weekly basis so there is no in-person requirement to attend these cases as a submitter/ representative appellant at this time. Our current CERB hearing schedule is set for every other Friday morning from 9-10am. Please note that the CERB may request additional information or supporting documentation after hearing your case in order to come to a decision. The representative appellant will be notified over email of the CERB’s decision within 5 business days of the session when their client’s case was heard.

*\* All decisions made by the CERB are considered final unless the Board has indicated an openness to reconsideration in the determination letter for your case. \**

**Maintaining Client Confidentiality Throughout the Appeal Process**

To safeguard the personal information of those engaged in the CES, please ensure to use only your client’s HMIS Unique Identifier in the naming convention of your appeal form, as well as in conversations over email.

*\* Please complete all fields of the CERB Appeal Form below \**

<b>CERB Appeal Form</b>	
<b>Appeal Submission Date:</b>	
<b>Appellant’s HMIS Unique Identifier:</b>	
<b>Name of Person Submitting Appeal:</b>	
<b>Assigned Case Manager/ Agency:</b>	
<b>Current CHAT Score:</b>	
<b>Date of Current CHAT Assessment:</b>	

<b>Reason for Appeal (Check all that apply):</b>	<input type="checkbox"/> Assessment Score <input type="checkbox"/> Program Referral <input type="checkbox"/> Other (provide additional detail)
<b>Briefly state the reasons for your appeal (additional sheets may be added as needed):</b>	
<b>Please describe the other resources available in the community that you have pursued to help support this client's housing goals:</b>	

*\* This section will be completed by the CoC Matchmaker on behalf of the CERB and the Northern Nevada CoC after your client's case is considered. \**

<b>For Official Use Only</b>	
<b>CERB Determination:</b>	<input type="checkbox"/> Appeal Approved <input type="checkbox"/> Appeal Denied <input type="checkbox"/> Other
<b>Action Taken:</b>	