
Document Type: ¹	☒ Policy & Procedure	☐ Process Guideline	Adopted:	5/4/2023
	☐ Plan	☐ System Description	Last Reviewed:	3/3/2026
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Revisions: 3/3/2026

Document Scope: (applies to Policy & Procedure only)

- ☐ The requirements herein apply only to the GCBH BH-ASO Central Office and its functions.
 - ☐ The requirements herein apply, verbatim, to GCBH BH-ASO and its subcontractors¹.
 - ☒ The requirements herein apply both to GCBH BH-ASO and its subcontractors¹. Additionally, subcontractors must have internal documents outlining their processes for implementing the requirements, insofar as they relate to actions for which subcontractors are responsible.
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PURPOSE: To provide guidance to Greater Columbia Behavioral Health BH-ASO and its subgrantees regarding the Community Behavioral Health Rental Assistance Program (CBRA) program's complaint procedures related to habitability consistent with CBRA guidelines.

DEFINITIONS:

- I. Community Behavioral Health Rental Assistance (CBRA): Program to provide a rental subsidy for high-risk individuals with behavioral health conditions.
- II. Household: One or more individuals seeking to obtain or maintain housing together. A household does **not** include friends or family that are providing temporary housing. Households eligible for rental assistance under this program must have an adult that meets all eligibility requirements (ref. policy RA1100 referral process).
- III. Subgrantee: An organization with which Greater Columbia Behavioral Health, LLC is subcontracted with for the provision of the CBRA program.

POLICY

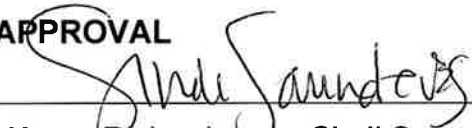
- A. GCBH BH-ASO will ensure its subgrantees are following the CBRA guidelines related to informing households and landlords participating in the CBRA program the habitability complaint process.

PROCEDURE

1. Subgrantees are responsible for documenting habitability for all housing units into which a household will be moving, except where a household moves in with friends or family. Housing units must be documented as habitable prior to paying the rent subsidy and following a habitability complaint made by the tenant or a third party. Subgrantees shall refer to CBRA Guidelines section on Allowable Methods for Unit Habitability Determination for specific guidelines.
2. GCBH BH-ASO or its subgrantees shall inform each household in writing of the habitability complaint process and assure them that complaints regarding their housing unit's safety and habitability will not affect program eligibility.

3. Each landlord must also be informed in writing of the habitability complaint process and that subsidy payment to landlords may be terminated if landlords fail to resolve habitability issues according to the Washington State Landlord-Tenant Act, RCW 59.18.
4. When a habitability complaint is received by GCBH BH-ASO or its subgrantee(s), a mandatory inspection will be completed utilizing the HHS or HQS inspection form, available on the Department of Commerce's website, or the complaint must be documented in an alternative format that includes any follow up and resolution of the habitability complaint. Documentation will include actions that will be taken to ensure habitability is restored and steps that may lead to termination of payment to a landlord if they fail to restore habitability according to the Washington Landlord-Tenant Act, RCW 59.18.
5. Lead grantees are not required to have written habitability complaint procedures. However, Lead grantees must respond to complaints about habitability that are unresolved by subgrantees according to their written grievance and complaint procedures.

APPROVAL



Karen Richardson or Sindi Saunders, Co-Directors

3/3/2026

Date