

PARTICIPANT RIGHTS



Instructions: As a participant in one of the programs operated by The Road Home (TRH), you have certain rights. This form is for you to keep so you can refer to it when you have questions. If you are unable to complete the Feedback Form or the written request for a review, please ask a staff member to assist you with completing it.

Core Values: You have the right to equal treatment with compassion, respect, and dignity. You have the right to ask for help at any time from staff. If at any time, you feel like staff is treating you unfairly or they have violated one of your rights, you can submit a Feedback Form.

Self-Determination: We help you make decisions about your next steps and housing goals. You decide what services you want to participate in. You have the right to refuse any and all services. You can ask for other services, include other people outside of your household in your services, and request to have a review if you would like other staff assigned to you.

Housing First: We are a Housing First agency. Our goal is to help you access safe and affordable housing without requiring you to meet prerequisites, such as treatment or employment. You are not required to participate in any services or prerequisite activities other than those required by federal, state, or local rules for program eligibility. We do not charge any fees for services.

Information: You have the right to be informed about your service and other services available to you. You have the right to know who funds your services and how to contact them to submit feedback. You have the right to see or request a copy of your record.

Confidentiality: We take your privacy seriously. Your information will not be shared with anyone unless we are required to share it by law, contract, or program rules, or you provide us with authorization to share your information. You can revoke your authorization for information sharing at any time.

Non-Discrimination, Equal Access, & Fair Housing: We are here to help you into housing. We offer our services and programs to everyone. This means we will not discriminate on the basis of race, color, national origin, sex, age, disability, religion, sexual orientation, gender identity, or other protected classes in federal and state laws. We offer equal access to all programs and facilities without regard to a person's actual or perceived sexual orientation, gender identity, and marital status. We will not deny shelter or housing to a person or their family for being a victim of domestic violence, dating violence, sexual assault, or stalking.

Program Eligibility: We work to connect you with the best opportunities available for your individual needs. We will work with you to determine which housing and community programs you are eligible for. Many programs have rules that limit who can be served. If you are determined ineligible for a program, we will explain why the housing or program was not available to you based on your individual situation.



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Program Exit: Our goal is to help you access safe shelter and affordable housing. We work to foster environments that are safe for you and others participating in programs. Program exits are possible and can happen when necessary. Some reasons you could be exited from a program are:

- Breaking program/facility rules or inappropriate behavior with staff or other participants.
- No longer qualifying for services under program rules, not providing required documents, or staff determining that you no longer need housing assistance to avoid returning to homelessness.
- Reaching the maximum dollar amount or number of months that we are allowed to provide by government rules or contracts, or funding you were qualified for being fully spent out.

These are not the only reasons you can be exited. You have the right to know why you were exited from a program. Staff can provide you with a written notice of program exit stating why you were removed from the program. If you disagree with your exit, you have the right to have a supervisor review the decision.

Grievance Process: You have the right to provide feedback and have your concerns addressed. If you have any suggestions for improvement or concerns in any of our programs regarding staff, other participants, facility rules, or anything else, please inform a staff member as soon as possible to complete the problem-solving process:

- Complete a Feedback Form. If you need help completing the Feedback Form, please ask a staff member to assist you.
- Turn the Feedback Form in to be reviewed to your case manager. If your issue is with your case manager, you can turn the Feedback Form in to a supervisor instead. You can also leave the Feedback Form in the designated suggestions box or take a picture of it with your phone and email it to Feedback@theroadhome.org.
- TRH staff will acknowledge receiving the Feedback Form within 48 hours and follow up with you within 7 days to try to resolve the concern with you. It may take longer for us to give you a final answer, depending on what we need to do to look into this issue.

Funders: You have the right to provide feedback to the agencies that fund The Road Home's programs. If you would like to reach out directly, please ask staff for a Funder Contact List.

