



## Participants Rights and Responsibilities

### **As a participant in coordinated entry, you have the right...**

- To be treated with respect, dignity, consideration, and compassion
- To receive services free of discrimination on the basis of race, color, sex/gender, ethnicity, national origin, religion, age, sexual orientation, physical or mental ability.
- To be informed about services and options available to you.
- To withdraw your voluntary consent to participate in coordinated entry, doing so will exclude you from access to some housing programs.
- To have your personal information treated confidentially.
- To have information released only in the following circumstances:
  - When you sign a written release of information.
  - When a clear and immediate danger to you or others exist.
  - When there is possible child or elder abuse.
  - When order by a court of law.
- To file a grievance about services you are receiving or denial of services.
- To not be subjected to physical, sexual, verbal, and/or emotional abuse or threats.

### **As a participant in coordinated entry you have the responsibility ...**

- To treat other participants and staff in the continuum of care with respect and courtesy.
- To actively participate in obtaining documents, searching for appropriate housing, and other actions necessary to obtain permanent housing.
- To let your navigator/case manager know any concerns you have about the process or changes in your needs.
- To make and keep appointments to the best of your ability, or if possible to phone to cancel or change an appointment time.
- To stay in communication with your navigator/case manager by informing him/her of changes in your location or phone number and responding to the navigator/case manager's calls or letters to the best of your ability.
- To not subject agency case managers, staff, or other clients to physical, sexual, verbal, and/or emotional abuse or threats.



## What you will need to do.....

### **If you feel you have been discriminated against during the housing process...**

If you feel that you have been discriminated against under the Federal Fair Housing Act such as Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act of 1964, Section 109 of the Housing and Community Development Act, and the Age Discrimination Act of 1975, among others, you may file a grievance with the Indiana Office of Fair Housing and Equal Opportunity (FHEO) by calling 317-957-7332.

### **If you would like to file a grievance about the Coordinated Entry Process...**

If you feel you have been treated unfairly in the coordinated entry process and would like to file a grievance:

Please submit your complaint in writing within 30 days of the event to:

Chelsea Haring-Cozzi  
Executive Director - CHIP  
1100 W 42<sup>nd</sup> St. Suite 350  
Indianapolis, IN 46208

or

[charing-cozzi@chipindy.org](mailto:charing-cozzi@chipindy.org)

### **If you would like to revoke your HMIS consent...**

The intention and purpose of collecting and sharing my information is to help HMIS Partner Agencies is to better understand and assist your/our needs, and to produce non-identifying, aggregate reports to the federal government that can be used to track the program performance of these agencies. This authorization will remain in effect for a period of up to 7 years or until I revoke it in writing. I may revoke authorization at any time by returning to any previously visited HMIS Partner Agency and signing a new consent form using the "I do not agree" option. If I revoke my authorization or this authorization expires, all information about me already in the database will remain to retain usage history; however, it will be inactive and not updated. I further understand that any revocation of this consent will not affect the waiver of confidentiality as to information already disclosed.