



Program Agreement, Rights & Grievance Process

I, _____, agree to receive housing assistance and case management services from MEO, INC. I understand that I will receive case management services and that I will work with my Case Manager in developing a residential service plan.

I understand that I may be offered financial assistance only as determined by MEO, INC.

I will accept telephone calls and visits from my Case Manager/Housing Specialist.

I will provide accurate information about my income and assets and about where I was living before I accept services from MEO, INC. I will inform my Case Manager if I leave the housing unit. I know that the Housing Specialist or Case Manager will be checking with me to see how I am doing and if I require support.

I understand that I have the following rights:

1. To RECEIVE CONSIDERATE AND RESPECTFUL CARE AND SERVICES from all staff at all times and under all circumstances, with recognition of dignity and individuality, including privacy in services and care.
2. RECEIVE TIMELY IMPARTIAL ACCESS TO SERVICES and to be ASSURED OF PRIVACY AND CONFIDENTIALITY of all communications and records pertaining to my care. My legally designated representative or me have ACCESS TO THE INFORMATION contained in my records according to law.
3. VOICE my grievances without restraints, interference, coercion, discrimination or reprisal, when not satisfied with the resolution to APPEAL MY COMPLAINT OR GRIEVANCE.
4. FREEDOM FROM abuse, exploitation, retaliation, humiliation and neglect.
5. RECOGNITION of my culture, race, ethnicity, age, gender, disability, education, sexual orientation, spiritual beliefs, socioeconomic status and language in the services and programs that I receive.

I understand that I may file a written grievance with MEO's Chief Programs Officer (CPO). I will explain, in writing, what has happened. The CPO will respond to me, in writing, within five (5) working days. If I remain unsatisfied, I may file a grievance with the Chief Executive Officer (CEO) of MEO, INC. The CEO will respond to my complaint or grievance within ten (10) working days. The response of the CEO is the final step in the grievance process.

My signature indicates that I have received a copy of this document.

Applicant Printed Name

Applicant Signature *Date*

Housing Specialist Printed Name

Housing Specialist Signature *Date*

The Promise of Community Action

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

