

FLORIDA STATE HOPWA PROGRAM PARTICIPANT RIGHTS AND RESPONSIBILITIES

I am applying for assistance through the State HOPWA Program. I understand there are multiple components in the application process that I agree to complete to the best of my ability.

I authorize my Housing Coordinator to obtain the information needed to determine my meeting program qualifications for HOPWA services and to develop a personalized plan of care.

Persons applying for assistance through the State HOPWA Program have rights and responsibilities.

RIGHTS

- You have the right to choose whether or not to apply for assistance through this program.
- You have the right to choose the service providers from whom you will receive your HOPWA services, to the extent that they are available.
- You have the right to receive the HOPWA services you need; these may or may not include all the services you desire.
- You have the right to receive timely, respectful, high quality services from the staff of all providers without regard to age, ethnicity, gender, disability, religion, sexual orientation, values and beliefs, and marital status.
- You have the right to request copies of all signed documents and have access to your service record.
- You have the right to participate in the development of your plan of care.
- You have the right to receive current information and education about housing services and resources.
- You have the right to file a complaint, grievance, and appeal for decisions with which you do not agree.
- You have the right to request an interpreter to enhance communication.

RESPONSIBILITIES

- You are responsible to conduct yourself in a courteous, cooperative, assertive, and respectful manner.
- You are responsible for keeping scheduled appointments, responding in a timely manner to all appointments, and accepting offered and necessary services.
- You are responsible for notifying the project sponsor if any illness interferes with scheduled appointments.
- You are responsible for working with your Housing Coordinator to develop a plan of care, and actively participate in its implementation.
- You are responsible for providing all documentation needed to acquire housing services.

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(continued)**

- You are responsible for notifying your Housing Coordinator when you have problems in obtaining housing services or when you are dissatisfied with your care.
- You are responsible for following health care instructions to the best of your ability.
- You may be responsible for a portion of the costs of your housing services.
- You are responsible for notifying your Housing Coordinator of any changes such as address, income, and living arrangements.

CLIENT COMPLAINT, GRIEVANCE, AND APPEAL PROCEDURES

- You have been informed of the project sponsor’s client complaint, grievance, and appeal procedures.
- You have the right to file a complaint, grievance, and/or an appeal.
- You have the responsibility to initiate these actions.

I have had the opportunity to discuss, and I am fully aware of the Participants Rights and Responsibilities outlined above. The Housing Coordinator will provide a signed copy to the client.

Client Signature

Date

Housing Coordinator Signature

Date