

OHCD Emergency Rent and Utilities Assistance Rights and Responsibilities

Client's Rights

- You have the right to be treated with respect and dignity at all times.
- You have the right to Your Way Home services that are informed and directed by your own needs and goals.
- You have the right to receive services free from pre-requisites, judgments, biases, prejudice, or any other conditions not based on basic program eligibility.
- You have the right to receive services at times and locations that are convenient to you.
- You have the right to open communication with staff.
- You have the right to review your program file or receive a summary of your program record with a written and signed request.
- You have the right to the safety, security, and confidentiality of all information obtained as a result of program enrollment and to ensure privacy at all times.
- You have the right to protection from any and all forms of abuse (physical, verbal, sexual, psychological), harassment, humiliation, threats, retaliation, neglect, exploitation (financial or other), and any other forms of mistreatment as a result of program participation.
- You have the right to make complaints regarding services received by contacting immediate program supervisors or the Your Way Home Program Manager.
- You have the right to be informed of eligibility and program criteria and any changes made to these criteria.

Client's Responsibilities

- You have the responsibility to treat staff with respect and dignity
- You have the responsibility to ensure all requested documentation is received by your Housing Stability Coach, including rent receipts, utility payment receipts, paystubs, and other requested documentation.
- You have the responsibility to maintain contact with your Housing Stability Coach through regular phone calls, messages, and meetings.
- You have the responsibility to update staff with current contact information.
- You have the responsibility to ask questions about your services so that you better understand them.
- You have the responsibility to abide by all terms as stated on your lease.
- You have the responsibility to take advantage of all services or mainstream benefits that you are eligible for such as; UTAP, LIHEAP, CAP, SNAP benefits, Medical Assistance, etc.

You may be discharged from services under the following circumstances:

- You no longer meet eligibility criteria.
- You falsify documents or falsify information regarding leasing information, COVID impact, other eligibility criteria, and/or income.
- You do not meet the responsibilities outlined in this document.
- You exhibit harassment or threats towards any staff member, volunteer, or community participant.
- You move to another county, state, or country or if your whereabouts are unknown.