

## CLIENT STATEMENT

The purpose of this statement is informing clients of their **RIGHTS and RESPONSIBILITIES** as well as providing clients information about 2-1-1 Broward's responsibilities and the grievance and discharge procedures.

### Clients have the right to:

1. Receive services in a professional, courteous and caring manner that respects and appreciates individual difference;
2. Be served without regard to race, color, sex, religion, national origin, disability, age, marital status, political affiliation, sexual orientation, pregnancy, gender identity and expression in or any other characteristic protected by federal, state or local law. **Discrimination is prohibited;**
3. Expect that their personal privacy is respected and confidentiality protected to the greatest extent permitted by law;
4. Determine the amount of information to be released either to or from anyone outside 2-1-1 by signing a consent form and cancel your permission at any time verbally or in writing;
5. Choose verbally or in writing what information you want to provide to 2-1-1 Broward. You will not be denied access to services if you choose declining to provide certain identifying information;
6. Be provided with adequate and accurate information regarding the services provided in order to make informed choices about engaging in any of 2-1-1's programs;
7. Receive services that are responsive to your individual needs and circumstances from properly qualified staff;
8. Receive services that are sensitive to your personal values and belief system;
9. Participate in, and contribute to, decision making in, periodic review and reassessment of your individualized service plan where appropriate;
10. For qualified persons with a disability, receive material in alternate format (large print, computer disc, Braille, audio tape, and/or oral presentation) as appropriate;
11. Have your questions and concerns addressed promptly and receive a prompt reply to your letters, telephone calls, emails, faxes, and other communications;
12. Consent to or decline any service upon full explanation of the expected consequences of such consent or denial. Only when appropriate, a parent or legal guardian may consent to or decline a service on behalf of a minor client;
13. Have 2-1-1 staff handle your case competently and diligently, in accordance with the highest standards of the profession. If you are not satisfied with how a 2-1-1 Staff member is managing your services, you have the right to discharge your 2-1-1 staff member and terminate the staff-client relationship at any time;
14. Access any personal and other information held for the provision of services and correct any wrong information as permitted by law after your written request has been approved by the President/CEO of 2-1-1 Broward;
15. Receive an explanation of the reasons for denial of service; and
16. Be fully informed, verbally and/or in writing, of your rights.

### Clients have the responsibility to:

1. Be respectful and polite to 2-1-1 staff;
2. When filing applications, provide complete and correct information; fraudulent misrepresentation or falsifying information is grounds for denial of your application and eligibility.
3. Verify household size, income, veteran discharge status and other required information if necessary to determine eligibility;
4. Report all changes of income, residency and household information;
5. Follow the reasonable instructions of 2-1-1 staff in managing your safety and the safety of others;
6. Engage with services only when safe (i.e. not when driving); and

7. Inform 2-1-1 of special accommodations needed to provide appropriate services (accommodation must be appropriate to the disability and supported by documentation).

### **Florida Fraud Information**

Any person (including the designated or authorized representative) who knowingly does not tell the truth, hides information, pretends to be someone else, does not give all the information needed about themselves, the person(s) they are applying for, or other people in their home, or does anything else unlawful in order to get state or federal public assistance benefits is guilty of a crime and will be punished as state or federal law allows. Further, any person (including the designated or authorized representative) who knowingly does not report a change in circumstances in order to continue to receive such aid or benefits which they should not get, or more benefits than they should get, is guilty of a crime and will be punished as state or federal law allows. Any person who purposely helps another person to do any of the above acts is guilty of a crime, and will be punished as federal and state law allows. This information is located in Section 414.39, Florida Statutes. You can get more information about this law on the Internet.

### **2-1-1 Broward has the responsibility to:**

1. Ensure all staff, Managers, Directors, and Administrators shall be familiar with and comply with this policy;
2. Inform clients of their rights and grievance procedures, which will be explained by staff at the time of application for service and at any time on request;
3. Record grievances on the approved form, submit the form to the appropriate program staff, and retain in a file for a minimum of five years; and
4. Provide service of unparalleled quality in accordance with the expectations of clients, funders, and other stakeholders.

### **Client services will be discharged and/or terminated as follows:**

- Termination may result from the client's failure to adhere to the terms of the Client Statement.
- If a client misses 3 or more appointments in a row or within a 3 month period without calling 24 hours in advance to cancel, services may be terminated.
- Services will be time-limited and terminated in accordance with care plan outlined for each individual.
- Abusive, sexually inappropriate or harassing behaviors may result in immediate termination of services.
- Client will not attend appointments if under the influence of alcohol or other substances. Violation will result in services being immediately terminated.
- If a client exhibits intimidating or threatening behaviors towards staff; violation will result in services being immediately terminated.

2-1-1 should provide clients with as much advance notice as possible when terminating services. Clients have the right to due process and to appeal the decision. The individual should not be discharged until an administrative decision on the appeal is rendered unless the reason for discharge warrants immediate removal.

### **Grievance Policy and Procedures:**

It is the policy of 2-1-1 Broward that clients have a right to offer positive and constructive feedback about our staff and services, to file grievances and/or to report violations of laws and policies. It is the sincere desire of the staff of 2-1-1 to address grievance with an attitude of open mindedness and without prejudice. Every effort will be made to resolve the grievance at the lowest possible step in the grievance procedure, so, as not to prolong any difficulty or problem. Client grievance information will be used to track trends to address the client's needs.

When filing a grievance, clients have the right to:

1. Make a grievance about a service or their experience, with the expectation that any grievance will be investigated appropriately and in confidence without fear of it affecting decisions related to their provision of professional services;
2. Receive a timely response from 2-1-1 Broward;
3. Receive oral and/or written instructions for filing a grievance; and
4. Be informed orally and/or in writing the results of the grievance.

## To File a Grievance and Offer Constructive Feedback with 2-1-1 Broward:

If you have a complaint or want to offer constructive feedback, such as sharing a success story, about 2-1-1 Broward's services, you can let us know in one of these ways:

- Call 954-357-0718 to leave a voicemail message and your call will be returned within 3 business days;
- Deaf and Hard of Hearing clients can use TTY services by dialing 7-1-1, and providing the 954-357-0718 telephone number to the Florida Relay Operator.
- Email: [211-broward@211-broward.org](mailto:211-broward@211-broward.org)
- Write to 2-1-1 Broward at: Program Director  
250 NE 33<sup>rd</sup> ST  
Oakland Park, FL 33334

These steps should be followed when filing a report:

1. If appropriate, talk with your assigned 2-1-1 staff member about your dissatisfaction of service and/or experience, providing an opportunity for immediate resolution of situation; the client must receive an answer within 3 working days.
2. Contact 2-1-1 Broward, 7 days a week, 24 hours a day, and make a report to a 2-1-1 staff not involved with the experience. This staff person is required to report this within 24 hours to a Manager or Program Director, who must respond within 3 working days.
3. If a client is not satisfied with the Program Director's response, you may contact the President/CEO at (954) 390-0493, who must respond within 5 working days.
4. If 2-1-1 does not resolve the complaint to client's satisfaction, the client has the right to seek an advocate. 2-1-1 can help guide clients to the appropriate advocate; please ask us for our assistance to determine the appropriate advocate, knowing that this will not impact your receipt of professional services from 2-1-1.

When filing a report, we encourage clients to prepare sharing pertinent information regarding the experience, which may include:

1. Name, address and contact number of the person(s) making the complaint;
2. Names, addresses and contact numbers of witnesses;
3. A narrative or statement describing the alleged experience, including date and time of the alleged experience and where and when the alleged experience occurred;
4. A narrative or statement identifying the desired corrective actions to solve the alleged violation(s); and
5. Any other documentation that may provide additional explanation or identification of the alleged experience.

If 2-1-1 does not resolve the complaint to client's satisfaction, the client has the right to seek an advocate(s). **2-1-1 will help guide clients to the appropriate advocate(s); please ask us for our assistance to determine the appropriate advocate(s) with confidence that this will not impact your provision of professional services by 2-1-1.** Telephone numbers for Reporting Complaints or Grievances include:

Additional Telephone Numbers for Reporting Complaints or Grievances include:

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| • American with Disabilities Act Information Line  | 800.514.0301 |
| • Broward County Office of Intergovernmental Affairs and Professional Standard   | 954.357.6500 |
| • Broward Behavioral Health Coalition  | 877.698.7794 |
| • Early Learning Coalition of Broward County   | 954.377.2188 |
| • Florida's Abuse Hotline  | 800.962.2873 |
| • Florida's Department of Children & Families Civil Rights Office  | 850-487-1901 |
| • Florida's Office of Early Learning   | 866.357.3239 |
| • United States Department of Justice Civil Rights Division  | 202.514.4609 |
| • Other Contract Administrators, including the Broward College, Broward County Human Services Department, Children's Services Council of Broward, Early Collation of Broward County, and United Way of Broward County. |              |

## **To File an Americans with Disabilities Act (ADA) Complaint:**

Title III of the Americans with Disabilities Act of 1990 prohibits disability discrimination in places of public accommodation, such as hotels, restaurants, and certain places of entertainment. If you feel that an entity covered by Title III discriminated against you or another person because of a disability, you can file an Americans with Disabilities Act (ADA) complaint.

Your complaint should include:

- Your full name, address, the telephone numbers where you can be reached during the day and evening, and the name of the party discriminated against (if known).
- The name and address of the business, organization, institution, or person that you believe has committed the discrimination.
- A brief description of the acts of discrimination, the dates they occurred, and the names of individuals involved.
- Other information you believe necessary to support your complaint, including copies (not originals) of relevant documents.
- Information about how to communicate with you effectively. Please state if you want written communications in a specific format (e.g., large print, Braille, electronic documents) or require communications by video phone or TTY.

You can email, mail or fax your complaint to:

U.S. Department of Justice  
950 Pennsylvania Avenue, NW  
Civil Rights Division  
Disability Rights Section – 1425 NYAV  
Washington, D.C. 20530

Fax: (202) 307-1197

Email via website: <http://www.ada.gov/complaint/>

To learn more about filing an ADA complaint, visit [www.ada.gov/filing\\_complaint.htm](http://www.ada.gov/filing_complaint.htm).

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