As a participant in or applicant to any emergency shelter, transitional housing, rapid re-housing, permanent supportive housing or other permanent housing project operating within the Arlington County Continuum of Care (CoC), **YOU HAVE THE RIGHT TO:**

* Not be discriminated against based on race, color, national origin, religion, sex, actual or perceived sexual orientation, gender identity/expression, disability or marital status. Additionally, you will not be denied admission or separated from members of your family based on any of these things.
* To decide for yourself who is a member of your family and to be served together with those people whether your family includes adults and children or just adults, or the age, disability, marital status, actual or perceived sexual orientation, or gender identity of any member of your family.
* To be placed in a shelter based on the gender with which you identify.
* Have safety and/or privacy concerns addressed in a timely manner
* Not to be sexually harassed.

In addition, as a participant in any transitional housing, rapid re-housing, permanent supportive housing or other permanent housing project funded by the Arlington CoC **YOU HAVE THE RIGHT:**

* To be treated with respect and dignity and in a way that honors differences.
* To get services that meet your needs with a focus on helping you to get and keep permanent housing and achieve the things that are important to you.
* To not be physically, sexually, verbally and/or emotionally abused or threatened.
* To receive services that are consistent with the Housing First model.
* To receive a written statement describing the services provided by the project, any rules and your responsibilities and to receive an updated written statement if any changes are made.
* To have your personal information and records kept private and not shared without your written permission and to say with whom the information can be shared.
* To be informed of situations when your personal information can be shared without your permission, for example, when there is a medical emergency, when a clear and

immediate danger to you or to others exists, when there is possible child or elder abuse, or when ordered by a court of law.

* To make suggestions and complaints about services or denial of services.
* To receive a prompt and reasonable response to requests and complaints.
* To have the freedom to participate in or choose not to participate in services and activities offered by the CoC project or by any other organization in the community. If you feel you were denied this right and/or want to file a complaint you can do so by doing the following:
  + Visit topics.arlingtonva.us/human-rights/affirmative-action/
  + Call the Office of Human Rights at (703) 228-3929
  + Email the Office of Human Rights at commissions.arlingtonva.us or sperez@arlingtonva.us
* If you are no longer going to get services and/or housing, to get a written notice that includes a clear statement of the reasons, an opportunity to appeal the decision, and the right to receive a written notification of the final decision. This right applies whether you decide you no longer want the services or the project decides they can no longer serve you. Please see the Arlington County Continuum of Care Grievance Policy that is included with this form.
* If you are a participant in a tenant-based rental assistance program, you have the right to choose the housing unit you will live in within Arlington County. All housing units must meet habitability standards, rent reasonable standards and fair market rent standards.
* To receive a copy of these rights and to have someone review them with you when you enter the project.

Please sign below to indicate that you received a copy of these rights and someone reviewed them with you. More information about your rights and what you can do if you believe your rights have been violated is attached.

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| --- | --- | --- |
|  |  |  |
| **Participant/Applicant Name** | **Participant/Applicant Signature** | **Date** |
|  |  |  |
| **Staff Name** | **Staff Signature** | **Date** |

1. **Purpose**

The purpose of the Arlington County CoC Grievance Policy is to ensure that there is a fair and accessible process for organizations providing homeless services (i.e. “providers”) and CoC Committee members to file a grievance with the CoC. Examples include: a provider grieving project renewal evaluation results or rejection of a project application for funding, and a CoC Committee member grieving whether a vote was conducted in compliance with Consortium Governance and Policy Statements.

1. **Composition of Grievance Committee**

The Grievance Committee shall be made up of a minimum of three members of the Arlington County CoC Executive Committee. Members shall be appointed by the Executive Committee Co-Chairs.

1. **Filing a Grievance**

Grievances shall be submitted in writing to the Arlington County Department of Human Services via e-mail to a CoC staff member.

1. **Resolution of a Grievance**

Written grievances will be reviewed within 30 days of receipt.   Grievance Committee members involved in the original decision that is being grieved shall recuse themselves from voting on and otherwise influencing the outcome of matters referred to the Grievance Committee. For example, a member of the Data and Evaluation Committee who was involved in an initial project scoring decision shall recuse him/herself from involvement in any grievance related to that decision. The committee will issue a written decision that specifies the resolution of the grievance and any actions that need to be taken. All decisions by the Grievance Committee are final.

1. **Conflicts of Interest**

In all instances, parties must abide by the conflict of interest policy contained in the Arlington County Consortium Continuum of Care Governance and Policy Statements. When a conflict of interest is present, parties shall disclose the conflict and recuse themselves from voting on and otherwise influencing the outcome of matters referred to the Grievance Committee.