

# **Madison-area Urban Ministry D/B/A JustDane**

## **Participant Rights, Grievance and Termination Policy & Procedure**

This Participant Rights, Grievance and Termination Policy and Procedure is to be given to each participant at intake, with documentation in the participant's file, and the policy will be posted at each program site in a place accessible to all participants. All staff will receive and review a copy of the participant's Rights, Grievance and Termination Policy and Procedure and documentation of staff's agreement to abide by the policy and procedure will be kept in their personnel file.

### **Participant Rights:**

Persons who are involved in programs through JustDane have the following rights:

1. The right to be treated with consideration and respect for personal dignity, autonomy and privacy.
2. The right to receive services in the least restrictive environment.
3. The right to be informed of available program services both within JustDane and the larger community.
4. The right to give consent or to refuse any service.
5. The right to participate in the development, review, and revision of one's own service plan and to receive a copy of it.
6. The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of participant information under State and Federal laws and regulations.
7. The right to have access to one's own service record in accordance with program procedures.
8. The right to be informed of the reason(s) for terminating participation in a program.
9. The right to appeal a decision to terminate services.
10. The right not to be discriminated against on the basis of age, race, ethnicity, religion, color, gender identity, sex, sexual orientation, disability, marital status, national origin, cultural differences, ancestry, physical appearance, arrest or conviction record, military record or veteran status.
11. The right to be informed of all participant rights.
12. The right to exercise one's rights without reprisal.
13. The right to file a grievance in accordance with agency procedures.
14. The right to have oral and written instructions concerning the procedure for filing a grievance.

## **Grievance Procedure:**

Individuals who are denied access to JustDane services on the basis of eligibility may file a grievance for reconsideration of that decision. All individuals who request services and meet with program staff for an initial intake will receive a written copy of the agency Participant Rights, Grievance and Termination Policy & Procedure.

All grievances must be written, dated, and signed by the applicant or participant, or the person filing the grievance on behalf of the individual. The written grievance must include the date, approximate time, description of incident and names of the individuals involved in the incident/situation/decision being grieved.

Grievances should be given to the Executive Director, either via email, personal delivery or US Postal Service. JustDane staff can assist you in filing a grievance upon your request. Any staff member assisting you in filing a grievance will keep the grievance confidential, sharing it only with the Executive Director. All grievances, including a copy of the grievance, documentation reflecting the process used and resolution/remedy of the grievance and documentation, if applicable, of extending the time period for resolving the grievance beyond twenty-one (21) calendar days will be kept on file for five years from resolution.

Within three working days of receiving the grievance, the Executive Director will provide the participant with written confirmation that includes 1. The date the grievance was received; 2. Summary of the grievance, 3) overview of the grievance investigation process, 4) timetable for completing the investigation and notification of the resolution, and 5) agency contact person's name, address and telephone number. Within twenty-one calendar days of receiving the grievance, the Executive Director will make a resolution decision on the grievance. Any exceptions that cause this time period to be extended will be documented in the grievance file and written notification will be given to the participant or the person filing the grievance on behalf of the participant.

## **Grievance Steps:**

Step 1 – A written grievance dated and signed by the program participant or person filing the grievance on behalf of the participant is submitted to the Executive Director.

Step 2 – Within three working days of receiving the grievance the Executive Director will provide the participant with written confirmation of receipt of the grievance including: date of the receipt, summary of grievance, overview of the investigation process, timetable for completing the investigation and notification of the resolution.

The investigation process will include but is not limited to: face-to-face meeting with the participant, with any other individuals witnessing the incident or situation and noted in the written grievance, and with the staff member against whom the grievance is filed. Restrictions on contact between the staff member and the participant filing the grievance will be made explicit to the staff person and no reprisals shall be tolerated during or after the grievance process is completed.

Step 3 – Within twenty-one (21) calendar days of receipt of the grievance, a resolution decision will be made and conveyed in writing to the complainant.

## **Termination:**

Termination from JustDane programs and assistance is rare and happens only in severe cases.

Prior to initiating program termination, program staff will meet with the Program Coordinator or Executive Director to discuss termination.

When a decision is made to terminate a participant from services or assistance, the participant will be provided with a written notice of the termination. The written notice will include the following:

Reason for the termination which will include a detailed statement of fact, the source of the information upon which the statement of facts is based, and the participant's right to review the agency's file and all evidence upon which the decision is based.

The participant shall have the right to present evidence, either written or oral, before a staff person other than the staff person who made or approved the termination decision.

The participant shall be provided with a written notice of the final decision within 10 working days of receipt of the written grievance.

Termination from JustDane's Rapid Rehousing program happens only in the most severe cases and occurs as the result of a violation of the rules of the program. The termination process includes:

1. A written notice to the program participant that includes a clear statement of reasons for termination.
2. The participant has the opportunity to request a review of the decision to terminate and to present written or oral objections to a third-party.
3. Prompt written notice to the participant of the final decision.

Participants who have been terminated from a program will be notified that assistance may be resumed at a later date.