

Homeless Veterans Fellowship

Client Rights

It is the policy of Homeless Veterans Fellowship to serve all clients with dignity and respect at all times, assure that clients seeking services are informed consumers and active participants in their planning, and assure that the confidentiality and privacy of clients will be carefully protected.

1. In order to enable veterans seeking services to make an informed choice, HVF staff will do the following:
 - a. Inform veteran of his/her rights prior to service delivery or at initiation of service delivery, both verbally and in written form;
 - b. Communicate rights to veteran in a way that is understandable to the veteran being served;
 - c. Review the Client Program Agreement, application, and program expectations which documents client's consent to participate and assure veteran has a signed copy for their records;
 - d. Provide veteran with a signed copy of the HVF Grievance Procedure for their records;

2. HVF staff will assure veterans have the right to participate fully in their service planning by doing the following:
 - a. Completing a Needs Assessment that reflects each veteran's individual strengths, abilities, needs and preferences that are to be addressed when determining goals;
 - b. Work together with the veteran to develop a Housing Stability Plan and/or treatment plan that will stabilize their housing situation;
 - c. Assure the veteran is receiving services in a manner that is responsive to his/her unique characteristics, needs and abilities, and that each person's individual characteristics are recognized and respected;
 - d. Make every effort to assist the veteran in obtaining housing that meets their preferences and needs, while remaining in compliance with the standards of the associated HVF housing program;
 - e. Assure that each veteran is aware of any public and/or VA benefits, including healthcare and financial benefits, they may need or want, and for which they may be eligible.

3. HVF staff will protect and assure the privacy and confidentiality of veterans served by doing the following:
 - a. Be trained and educated regarding confidentiality and privacy standards;
 - b. Obtain releases of information prior to service delivery and only release and share information with the veteran's consent;
 - c. Meet with veterans in environments conducive to discussing personal and confidential information.
 - d. Provide veteran access to his/her own record either visually or by obtaining an hard copy within 30 days of their request;
 - e. Assure that the veteran is protected from financial and other exploitation, retaliation and neglect. This means that all persons entering services have the right to be free of any type of abuse, including physical punishment, threatening behavior, verbal and non/verbal comments and behavior that reference sexual innuendo, and exploitation for financial gain.

4. HVF staff will assure that each veteran served is informed of the HVF Grievance Procedure by doing the following:
 - a. Review, discuss and sign the HVF Grievance Procedure prior to service delivery;
 - b. Assure the veteran that action will not result in retaliation or barriers to services;
 - c. Inform veteran of the availability of VA Liaison as an advocate and for assistance;
 - d. HVF staff will document formal complaints received and review annually to determine areas needing improvement and implement an action plan to address it.