



Housing Counseling Disclosure

Client Rights and Responsibilities

Commonwealth Catholic Charities (CCC) agrees to:

- Provide access to housing and financial services regardless of race, color, religion, sex, national origin, elderliness, familial status or disability.
- Inform you of your rights and responsibilities to receive services and allow you to participate in all service decisions.
- Provide you with enough information during intake to make educated and informed choices about using agency services, including expectation, hours and rules of conduct.
- Allow the refusal of service, unless required by law, and inform you of any consequences of refusing service.
- Provide a comprehensive assessment of each individual financial condition including an appropriate action plan.
- Promptly address concerns initiated through the Dispute Resolution Process (explained below)

As a client of CCC, I agree to:

- Treat clients, staff and volunteers with dignity and respect
- Be an active participant in the services I receive, including the development of my action plan and to accept responsibility for my actions and choices
- Observe and follow program rules of conduct and behavior
- Submit requested information to my counselor in a timely manner
- Express dissatisfaction through a Complaint Resolution Process when issuing a complaint
- Arrive on time to scheduled class(es)

Privacy Disclosure

CCC takes extreme care to ensure all clients' right to privacy and confidentiality are maintained. All client information is maintained in a locked facility or is password protected. Only authorized staff may access confidential information and use the minimum amount of information necessary to accomplish work duties. Client information is only released with written or verbal authorization from the client.

Conflict of Interest Statement

I understand that while receiving any service from or working with CCC, whether receiving Housing and Financial Counseling or any form of Education; often information on financial management, loan products, service providers, affordable housing options, alternative service program and products may be explained and/or recommended by CCC staff or other service providers. I further understand that I am entitled to receive any and all of the above mentioned services, information and recommendations at the price described in the fee schedule. Payment for credit report(s) is expected in full at the time of session, in the form of debit/credit card, money order or certified check. I understand I am under obligation to utilize any of these services, information or recommendations unless it is a requirement of one of CCC's Programs.

Dispute Resolution Process & Fair Housing Complaints

We are committed to providing fair, quality, professional services. However, if you are not satisfied with the services provided or if you believe your rights have been violated, we ask that you follow these steps:

- Step 1: Try to resolve the issue with the staff member involved, giving him or her specific information about your complaint.
- Step 2: If Step One is not possible or the issue is not resolved to your satisfaction, write or call Sid Alvarado, Program Manager, at sid.alvarado@cccova.org or (804) 5454-5945. CCC may request a meeting with you by phone or in person and/or seek information from staff person(s) involved. You will receive a response within 15 days.
- Step 3: If your concern remains unresolved, you may appeal in writing directly to Jay Brown, Director of Housing, 1601 Rolling Hills Drive, Richmond, VA 23229 or jay.brown@cccova.org. After additional fact finding, a concluding decision will be provided within 15 days.

Signature

Signature

Date