Participant Agreement - Example 1

Welcome to the AWESOME HOUSING Program! This program is designed to assist you and/or your family to find and maintain housing stability. All services provided by this program are free of charge. The amount of rental assistance provided will be based on your income. As a participant in this program, you have rights and responsibilities which are listed below.

Participation in all aspects of this agreement is a requirement of the program and this agreement is meant to verify you agree to all expectations of this agreement and program requirements. Please read the following information carefully and ask your case manager if you have any questions about this agreement.

Mutual Expectations for Housing Stability Case Management Services

- I can expect my case manager to treat me with respect. I will treat my case manager with respect.
- I have the right to be treated with dignity, consideration, and compassion.
- I have the right to participate in making decisions and creating a plan for maintaining housing.
- I will set times to meet with my case manager. If a meeting needs to be rescheduled, I will call my case manager in advance. If my case manager needs to reschedule, they will call me in advance.
- I will meet with my case manager at least once a month or more often as needed.
- The program will maintain a case file with a copy of my housing application, lease, and case planning.
- I will work with my case manager to make a realistic case plan that includes goals and actions that I believe I can achieve. The case plan will entail 20 hours/week of supportive services designed to encourage my stabilization in housing and long term financial and emotional independence, unless I am employed, have a physical disability, or a senior citizen. I understand I must participate in supportive services in order to maintain enrollment in the program and receive the benefits of the program.
- I will provide information to my case manager that may be needed for reassessment of housing and service needs. This includes updated information about income and benefits.
- Enrollment in the program is voluntary and I have the right to withdraw from the housing program at any time. I will notify my case manager if I choose to end program participation. My case manager will notify me in writing if I am discharged or otherwise exited from the program.

Mutual Expectations for Housing Stability

- I will work with my case manager to obtain and keep housing.
- I will not allow other parties to move into my apartment, even for a few days. This person(s) can cause me to lose my housing. If other parties try to move in with me, I will tell my case manager.
- I will let my case manager visit my apartment so they can see what help I might need to keep my housing.
- I will save the allotted amount needed from my weekly/bi-weekly/monthly paycheck (30% of income) to make sure that I have enough money for rent. I will put my money in a safe place.
- I will pay my rent by the first of the month. I will not give my rent money to any other parties.
- I agree to have a representative payee make rent payments directly to my landlord so I can get/keep my housing.

- If I have an emergency, I will talk to my case manager and my landlord **before the first of the month** to make plans for paying my rent so that I can keep my housing.
- I will talk with my case manager about my lease and make a list of things that can get me evicted. I will keep that list in the following location: _____
- If I want repairs made to my apartment, I will talk to my case manager to make a plan about communicating with the landlord. I will **not** withhold my rent unless I have talked with my case manager and/or a lawyer about how to do this legally. If I withhold the rent illegally, I understand that I can be evicted.
- The housing unit must continue to meet habitability standards. I agree to allow my case manager and/or housing inspector to make inspections required by the program. I will allow the landlord and/or their representatives to make any repairs needed for the unit to pass inspection.
- I will work towards financial stability by participating in 20 hours of supportive services designated by myself and/or my case manager that will help me attain gainful employment and long-term financial stability for permanent housing.

Participant Rights

- I have the right to have access to the Housing Program Policies and Procedures.
- I have the right to ask questions and obtain answers related to program requirements.
- I have the right to receive services free of discrimination on the basis of race, color, sex, ethnicity, national origin, religion, age, familial status (presence of children), physical and/or mental ability according to the Title VII of the Civil Rights Act of 1968 and the Federal Fair Housing Act.
- I will not be subjected to physical, sexual, verbal, and/or emotional abuse or threats.
- I may participate in religious activities and can receive assistance from my case manager to connect to a religious community. I will not be required to participate in any religious activities to receive services.
- I will be informed about additional resources available to me, including, but not limited to, substance use treatment, recovery support services, and mental health treatment.
- I have a right to privacy of information and not have my personal information released or shared with other people unless I agree.
- I have a right to request reasonable accommodations as described by Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990.
- I have a right to request an Emergency Transfer under the Violence Against Women Act (VAWA) if I need to flee the housing unit due to violence in the household.

Grievance Process

I have the right to file a complaint or grievance about the services or decisions made by the Program. If I have experienced a problem with the program, or with my case manager, I will use the following grievance procedure:

- If I have a problem with my case manager that has not been resolved, I will contact the Program Director. The Program Director will work to resolve the complaint within 10 business days.

- If the Program Director is not able to resolve the problem, I may appeal to their supervisor or a third party within [the organization] who will work to resolve the complaint within 10 business days.

I have read the above-mentioned items on this form and I understand that it is my responsibility to ask questions that I might have regarding this agreement before signing.

Participant Signature: _____ Date: _____

Case Manager Signature: _____ Date: _____