

CHULA VISTA COMMUNITY COLLABORATIVE
FAMILY RESOURCE CENTERS

BEACON + FAIR WINDS + NEW DIRECTIONS + OPEN DOOR + RAYO DE ESPERANZA

Participants’ Rights and Responsibilities/Privacy Notice

Welcome to your local Family Resource Center, operated by the Chula Vista Community Collaborative!

The Family Resource Centers operate under a “no wrong door” philosophy, which allows participants to access multiple services in one location. However, some services are based on eligibility and availability of resources. Through collaboration, the Family Resource Centers bring together various agencies under one roof to offer you a full range of services.

Non-discrimination and Right to Refuse Services

The Family Resource Centers provide equal opportunity to all persons without regard to race, color, religion, gender, disability, health status, sexual preference, age, or national origin. Services are provided to you and your family with your permission. You have the right to decline services without risk of being denied services at a later date. If you feel that a staff member is not meeting your needs, you have the right to request that you be assigned another staff member or receive services from another agency. Please speak with the Family Resource Center Program Manager if you have any concerns, by contacting Jovanna Penney at (619) 427-2154 or Jovanna.penney@cvesd.org.

Your Privacy/Records and Record Keeping

The Family Resource Centers are dedicated to protecting your privacy and understand the importance of keeping your personal information safe. Your personal information may be used to identify you as a client of the Family Resource Center, such as: Name, date of birth, social security number, address, and phone number. Documentation of each visit will be placed in your case file in order to record services you have received and help plan future services.

Confidentiality/ Collection and Exchange of Information

All information will be kept confidential and will not be released to any third party without your written permission. Exceptions include but are not limited to:

- When we contact you by phone or mail, we may leave a message on your answering machine; leave messages with the person who answered the phone, text messages, letters or a postcard to your home.
- When required by law (danger to self/to others, suspicion of any type of abuse/ neglect, serious threat of violence toward a reasonably identifiable victim is made, court order, warrant)
- To receive reimbursement for the services provided for you

In addition: Due to the nature of the Family Resource Centers, it may be necessary to collect and share information with other Chula Vista Community Collaborative Family Resource Center staff and other partner agencies who may be involved in providing you with needed services - current partners include:

<i>Ally Program-Paradise Valley Hospital</i>	<i>Home Start</i>	<i>San Diego State University (SDSU)</i>
<i>Chula Vista Elementary School District (CVESD)</i>	<i>Nueva Vista</i>	<i>San Ysidro Health Center (SYHC)</i>
<i>Health and Human Services Agency (HHSA)</i>	<i>Family Health Centers</i>	<i>South Bay Community Services (SBCS)</i>
<i>City of Chula Vista-Community Dev. Block Grant</i>	<i>Turning the Hearts Center</i>	<i>San Diego County Office of Education (SDCOE)</i>
<i>United Education Institute (UEI)</i>	<i>SD Adolescent Pregnancy & Parenting Program (SANDAPP)</i>	
<i>University of Phoenix (UOP)</i>	<i>Sweetwater Union High School District (SUHSD)</i>	
<i>University of Southern California, School of Social Work</i>	<i>National Conflict Resolution Center (NCRC)</i>	

By signing this Rights & Responsibility form, I acknowledge that I understand the content. (2 Pages)

_____	_____	_____
<i>Client Name (please print)</i>	<i>Client Signature</i>	<i>Date</i>

CVCC USE: I verify, I confirmed with the client that they understood the content and offered to answer any questions the client might have.		
_____	_____	_____
<i>Staff Member Name (please print)</i>	<i>Staff Member Signature</i>	<i>Date</i>

Your Rights as a Client

As a client, you have certain rights regarding your personal information. The Family Resource Centers will make every effort to honor reasonable requests. You also have the right to request in writing:

- To have restrictions placed on the disclosure of your personal information.
- To view your case file.
- To request information contained in your case file be changed or corrected if incorrect.
- A list of instances in which your personal information was disclosed (please note that the list will not include disclosures made due to any of the reasons listed above in section titled “Confidentiality/ Collection and Exchange of Information”)
- To be contacted at an alternate address, phone number, or other means of communication.

Your Responsibilities as a Client

Respectful behavior: Participants in Family Resource Center programs and activities are expected to respect the rights of staff and other Family Resource Center participants. Failure to act accordingly may result in termination of services.

Appointments: Appointments are scheduled based on your needs and requirements. Please be on time for the appointments reserved for you and/or your family. If you are unable to keep your appointment, please provide 24 hour notice. Excessive missed appointments and late cancellations may result in termination of services.

Fees for Services

Most Family Resource Center services are available at no charge. Case management services may be subject to a nominal fee based on family size and family income, but in most instances the fee is waived.

Complaint Procedure

If during the course of receiving services you have a complaint or concern, it is your right to speak with the Family Resource Center Program Manager, Jovanna Penney at (619) 427-2154. If you are not satisfied with the result, you have the right to speak to the Executive Director of the Chula Vista Community Collaborative, Margarita Holguin, at (619) 427-2290. If you believe your privacy rights have been violated and are not satisfied with the manner in which the Chula Vista Community Collaborative Family Resource Centers have handled your privacy rights complaint, you may also submit a formal privacy rights complaint directly to the United States Department of Health and Human Services:

U.S. Department of Health and Human Services
Office for Civil Rights
200 Independence Avenue, S.W.
Washington, DC 20201

You will not be penalized for filing a complaint at any level.