

As a client of any service provider working under the banner of Katrina Aid Today, you have the right:

1. To be informed of your responsibilities in the recovery process.
2. To available services, regardless of your age, race, ethnicity, gender, religious or political affiliation, physical or mental disability, and the right to referral, as appropriate, to other service providers.
3. To be treated with courtesy and respect.
4. To be fully informed about client services provided to you and to be told who will be providing the client services.
5. To receive services in a manner that you understand with any necessary reasonable accommodations and language access.
6. To give or refuse consent to the provision of any community service.
7. To expect all communication and records pertaining to your service to be treated as confidential and protected to the extent required by law. (All information about a client and the client's family that is obtained by the worker in carrying out case management tasks shall be held in the strictest confidence. Information may be released to other professionals and agencies only with written permission from you or your guardian. This release shall detail what information is to be disclosed, to whom, and in what time frame.)
8. To receive a notice of the agency's Privacy Practices and to have them explained to you.
9. To be aware of the relationship the case management agency has with other Katrina Aid Today programs that may impact your services.
10. To report suspected fraud to FEMA by calling 1-800-323-8603.
11. To raise concerns or recommend changes in connection with the services provided to you and in connection with policies and decisions that affect your interests, to the service provider, government officials or any other person, without fear of interference, coercion, discrimination or reprisal.

You may report concerns regarding your rights to:

As a client of any service provider working under the banner of Katrina Aid Today, you have the responsibility:

1. To be willing to accept responsibility for your own recovery, taking an active role, and participating with the agreed upon plan for recovery.
2. To be willing to provide current and accurate information, documentation and verification that is required for the completion of applications and the casework process.
3. To be willing to explore all options and available resources that will help you in your recovery.
4. To accept the limitations of resources available through the long term recovery group assistance and Consortium members.
5. To treat staff, other clients and property with respect, and to work cooperatively with the case manager and agency staff.
6. To notify your agency contact if you have changed contact information, are unable to meet an appointment, or you are unable to fulfill your own tasks\goals of your recovery plan.
7. To use, but not waste or duplicate resources.
8. To know your rights and let your grievances be known.

Failure to meet your responsibilities may lead to a suspension of services by the agency.