

ATTACHMENT H

STANDARD OF ETHICS FOR COMMUNITY SERVICES BLOCK GRANT PROVIDERS

December 1, 2018

1) PURPOSE OF ETHICAL CODE:

- a) The code provides a consistence standard of service for all workers serving homeless and low-income people. It is not intended to be a standard of conduct for the persons served.
 - i) The code defines a profile of service that is humane, compassionate, energetic, efficient, and caring
 - ii) The code affirms that agency policy is created to meet the need of the guest/client, and that all policies will be created in the guest's/client's best interest.
 - iii) The code establishes guidelines for unconditional professionalism.
- b) The code provides a consistent gauge by which providers may refuse services to guests/clients.
- c) The code applies to all service providers serving this population.

2) GENERAL ETHICAL PRINCIPLES: The following ethical principles are ideals to strive for. Their goal is individual empowerment through the creation of more positive choices.

- a) Interaction between employees and guests/clients will always be with dignity, mutual respect, courtesy, and fairness.
- b) Guests/clients are not to be blamed for their situation.
- c) Guests/clients are to be regarded as self-determined and workers will respect their choices. Providers will do their best to inform guests of outcomes of those choices
- d) Workers (and guests/clients) will strive to create additional alternatives when the given choices do not meet guests'/clients' needs.
- e) Individuals have the inherent right to privacy and confidentiality. Specific focus on privacy (intended for or restricted to the use of a particular person: Webster's New Collegiate Dictionary, Springfield, Mass., 1981) and confidentiality (containing information whose unauthorized disclosure could be prejudicial to the interested party: Webster's New Collegiate Dictionary, Springfield, Mass., 1981) will be placed upon the relationship between the caseworker and the guest/client throughout all phases of the casework relationship
- f) Individuals have the inherent right to decent housing, adequate food, clothing, and safe sanitary conditions.
- g) Buildings will be accessible to persons with disabilities.
- h) Individuals have the right to pursue an education.
- i) Individuals with special dietary needs should have those needs met

3) AGENCY GRIEVANCE PROCEDURE: Each agency shall establish its own grievance procedure. The grievance procedure shall be posted in a public place where it is accessible to all patrons. All grievance procedures will, at a minimum, contain the following:

- a) Grievance form
- b) Grievance steps (e.g. supervisor, director, board, etc.)
- c) Time-lines
- d) A statement that no retribution will ensure by filing a grievance. One a grievance has exhausted all possible options, the final decision rendered is binding.

4) PERMANENT BANNING:

- a) Guests/clients may not be permanently banned from agency services
 - i) When the decision is made to withhold services, a written justification for this decision should be made in the guest's/client's file. The guest/client shall be informed of the reason for withholding services.
 - ii) Guests/clients may not be permanently denied services, but rather given an alternative course of action, which, if chosen, would again make them eligible for services. (i.e. "At this time we will not provide you with shelter because you refuse to seek drug and alcohol treatment, however, if you agree to complete treatment you will again be eligible to enter the shelter.")

- iii) Denial of services will always be accompanied by a finite time line. The caseworker and guest/client will situational define this time line. (i.e.: "Guest's request for services will be reconsidered after two (2) months from denial date.")

5) REFERRALS:

- a) Recipients of Community Services Block Grant funds from the State of Utah Department of Workforce Services may refer clients to other agencies only after giving consideration to guest's/client's wishes. Both referring and receiving agencies must be in agreement about the proposed referral.
- b) Full and honest disclosure of reasons for referral and guest/client condition must be made at the time of referral.
- c) Referral arrangements will be in writing whenever possible
- d) If no services are available from referring agency, then every effort should be made to find appropriate services elsewhere.

6) AGENCY RESPONSIBILITIES:

- a) The overall goal of each agency is the eradication of poverty
- b) The standard for staff is recommended, which requires:
 - i) A minimum appropriate level of education/experience fitting to the position
 - ii) Adequate/effective/competent communication skills
 - iii) Commitment to working with poverty population with empathy and understanding
 - iv) A commitment to professional conduct

7) AGENCY RESPONSIBILITIES TOWARD EMPLOYEES:

- a) Agency will provide employees with all information about its Ethical Standard
 - i) Information will be given both verbally and in writing
 - ii) Employees will acknowledge written information by their signing of the document, with notation of difficulties (if any) written onto the signed document.
 - iii) Signed document will be kept in permanent employee file
- b) Ongoing training will be provided by the agency for all employees as resources allow
 - i) Training will be provided in a timely fashion, utilizing up-to-date information
 - ii) It is the staff responsibility to be aware of their training needs and to voice these needs to their supervisors.
- c) Agency will provide for each employee, to the best of the agency's ability:
 - i) At a minimum, a wage above 125% the poverty level;
 - ii) Health Care (pro rated for employees working part time);
 - iii) A commitment in words and actions to support employee efforts to obtain housing
 - iv) Agencies will attempt to eradicate poverty by supporting increased wages, accessibility to health care, and the amount of affordable housing available to low-income persons. These actions will be done on all levels through a variety of rigorous and creative methods.

8) AGENCY RESPONSIBILITY TO DEVELOP AND POST POLICIES:

- a) Each agency should develop its own Code of Ethics, based upon the DCC Standard of Ethics.
 - i) Development of this Code of Ethics will be done with the intent to provide the best available services to guests and to collaborate with other social service agencies in the state.
 - ii) Development of the Code will involve guests, staff, board of directors, community leaders, and volunteers.
- b) Posting of the Code should begin immediately upon acceptance of the code of ethics by the governing body and involved persons of each agency.
 - i) The Code of Ethics will be posted in a public place (i.e. the lobby of the agency) and made available to all interested parties.
 - ii) Policy will also be in the organizations files, bylaws, etc.