

# Five County Association of Governments Community Action Intake & Consent Form

**\*PLEASE COMPLETE INFORMATION TO THE BEST OF YOUR KNOWLEDGE**

Five County Community Action Partnership (FCAOG CAP) has funding to help stabilize situation(s) and **improve self-sufficiency** (less dependency on government programs). Five County Association of Governments Community Action Partnership (FCAOG CAP) does not discriminate based on age, disability, genetic information, national origin, pregnancy, family composition, race/color, religion, sex, source of income, marital status, family composition, pregnancy, genetic information, source of income, sexual orientation/preference, and any protected classes outlined by federal and state law. As a department, we also do not discriminate based on sexual orientation or gender preference. However, Five County Community Action reserves the right to reserve service to clients under the following, non-protected circumstances:

- Causes any staff, volunteers, or other clients to feel threaten in any way. This includes sexual harassment, verbal and physical assault, displaying a weapon or a perceived weapon, and issuing threats.
- The client seeks services outside of walk-in hours and without a scheduled appointment.
- The client has been debarred from Five County assistance as a result of fraud, failure to comply with the terms of service, or any other documented reason.

## **What is REQUIRED of me?**

- ✓ Gather all documents identified above. Understand incomplete documentation could delay or disqualify you for the services.
- ✓ Show up to appointment on time. If you are late without notice, you may be asked to reschedule.
- ✓ Report **ALL** income and provide proof of income (*pay stubs, social security, tax returns, or bank statements*), depending on funding source. Other documents may be required.
- ✓ Five County also completes follow-ups to make sure things are going ok with you, please help us with this.

## **Please understand this application does not qualify and/or guarantee you for any funding**

**How long does it take?** From the application to a check being cut typically takes at least 2 weeks. Five County will be in contact with your potential landlord during this time.

## **In order to expedite the intake process, submit the household income with your application (the last 30 days of income: (pay stubs, social security, tax returns, or bank statements)**

## **Please bring all documents to your scheduled appointment. If documentation is not presented it could delay or disqualify you for the services you need** (plan on about 60 minutes for your appointment):

- Complete Five County Association of Governments – Community Action Intake Packet
- Picture ID for everyone over 18 years old
- all social security cards or birth certificates for all household members
- For gas voucher applicants only: bring the driver's current auto insurance and driver's license
- Intake Assessment with Five County Community Action case manager (by appointment only)



## Five County Association of Governments Community Action Intake

\*PLEASE COMPLETE INFORMATION TO THE BEST OF YOUR KNOWLEDGE AND HONESTLY\*

**Applicant Name:**

FIRST \_\_\_\_\_ LAST \_\_\_\_\_ INITIAL \_\_\_\_\_ SUFFIX \_\_\_\_\_

**Address:** \_\_\_\_\_ **City:** \_\_\_\_\_ **State:** \_\_\_\_\_

**Zip:** \_\_\_\_\_ **Main Phone #:** \_\_\_\_\_ **Alternate #:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **Contact Person:** if applicable \_\_\_\_\_

I agree to receive emails regarding community events and resources

**Housing Status:**  Stably Housed (*Circle one*): rent own  Renting, is it subsidized? Yes No  Emergency Shelter or the streets  
 (Check one)  Friends/Family, are you paying rent to them? Yes No **Is it a doubled up situation?** Yes No

Motel, who's paying for it? \_\_\_\_\_  Other, please specify: \_\_\_\_\_

**Length of Stay:**  1 night or less  2 – 6 nights  1 month or more, but less than 90 days  
 (Check one)  90 days or more, less than 1 year  1 week or more, but less than 1 month  1 year or longer

Answering yes to any of these questions does not eliminate you from funding. Please answer honestly

**Are you a survivor of Domestic Violence?**  No  past 3 months  3-6 months ago  6 months-up to 1 year ago  1 year ago or more

**Are you currently fleeing domestic violence?**  No  Yes

**Date your homelessness started** (not always the date you entered the shelter): \_\_\_\_ / \_\_\_\_ / \_\_\_\_ (mo/da/year)

**Eviction History:** In the past 12 months, have you been evicted?  No  Yes

Are you homeless today because of an eviction?  No  Yes Have you been denied housing due to an eviction  No  Yes

**Zip code where you lived 90 days or more at a rental:** \_\_\_\_\_

### FINANCIAL INFORMATION

In order to accurately determine an individual's or household's gross income, the following sources must be considered in the income determination: 1) Gross earnings from employment (wages, salaries, tips, commissions, bonuses etc.), 2) Unemployment compensation (public or private), 3) Workers' compensation, 4) Social security, 5) Public assistance or welfare payments in the form of cash (TANF, SSI, non-federal General Assistance, or General Relief money payments), 6) Veterans' payments, 7) Survivor benefits, 8) Disability benefits, 9) Pension or retirement income, 10) Regular insurance or any type of annuity payments, 11) College or university scholarships, grants, fellowships, and assistantships, 12) Interest income on assets in excess of \$10,000, 13) Dividends, 14) Rents, royalties, and estates and trusts, 15) Educational assistance, 16) Alimony, 17) Child support, 18) Financial assistance from outside of the household, 19) Other income (military family allotments or other regular support from an absent family member or someone living in the household, etc.), 20) If a person lives with a family, add up the income of all family members. (Non-relatives, such as housemates, do not count.)

**Non-Cash Benefits Received [Last 30 Days]:** please provide a copy of your 24-month benefits report from *mycase* on DWS website

- |  |  |
|--|--|
| <input type="checkbox"/> Food Stamps or Benefit Card \$ _____                          | <input type="checkbox"/> Medicare (Health Insurance)                       |
| <input type="checkbox"/> WIC (Supplemental Nutrition for Women, Infants, and Children) | <input type="checkbox"/> Medicaid (Health Insurance)                       |
| <input type="checkbox"/> Free or Reduced School Lunch                                  | <input type="checkbox"/> SCHIP (State Children's Health Insurance Program) |
| <input type="checkbox"/> Veteran's Administration (VA) Medical Services                | <input type="checkbox"/> Indian Health Services Program                    |
| <input type="checkbox"/> Section 8 Public Housing or Rental Assistance                 | <input type="checkbox"/> PCN (Health Insurance)                            |
| <input type="checkbox"/> TANF Services (please specify): _____                         | <input type="checkbox"/> Other Non-Cash Benefits (please specify): _____   |

### SIGNED STATEMENT

By signing below, I verify that the information I have provided is true and accurate to my knowledge.

\_\_\_\_\_  
Client (1) Signature

\_\_\_\_\_  
Date

**FOR OFFICE USE ONLY:**

\_\_\_\_\_  
Five County Community Action Case Manager Signature below:

\_\_\_\_\_  
Assessment Date:

\_\_\_\_\_  
Application Completion Date:

**HOUSEHOLD INFORMATION** According to Community Action Program Legal Services (CAPLAW), **the income of all members of each individual family unit must be** included in determining the income eligibility. A family unit is either (1) related individuals: two or more persons related by birth, marriage, and/or adoption who reside together, or (2) an unrelated individual: an individual who is not an inmate of an institution and who resides alone or with one or more persons who are not related to him/her by birth, marriage, and/or adoption, excluding house mates (renters or leasees).

**Family Type:**  Single Person  Multiple Adults (no children)  Single Parent (circle one): Female Male other  Two Parent Household  
 (Check one)  Non-Related Adults with Children  Multi-Generational Household  Other, please explain:

Demographic information needed below	<b>Household #1</b> Name: First, Middle, Last	<b>Household #2</b> Name: First, Middle, Last	<b>Household #3</b> Name: First, Middle, Last
<b>Relationship</b> to head of household	Name: self	Name: Relationship:	Name: Relationship:
<b>Proof of Identity</b> Only for 18 yrs. or older	Expires:	Expires:	Expires:
<b>Phone Number</b> , if different			
<b>Email Address</b> , if different			
<b>Race options:</b>	Am Indian/AK Native/Indigenous Black/African American/African Native Hawaiian/Pacific Islander Asian / Asian American White Multi-race (2 or more)	Am Indian/AK Native/Indigenous Black/African American/African Native Hawaiian/Pacific Islander Asian / Asian American White Multi-race (2 or more)	Am Indian/AK Native/Indigenous Black/African American/African Native Hawaiian/Pacific Islander Asian / Asian American White Multi-race (2 or more)
<b>Hispanic/Latin (a)(o)(x)</b>	Yes No	Yes No	Yes No
<b>Date of Birth</b> Month/Day/Year			
<b>Social Security #</b>			
<b>Gender</b> (circle one)	Male Questioning Female Transgender A gender that is not singularly 'Female' or 'Male'	Male Questioning Female Transgender A gender that is not singularly 'Female' or 'Male'	Male Questioning Female Transgender A gender that is not singularly 'Female' or 'Male'
<b>Education</b> (circle one)	0-3 years old Pre-K – 8 <sup>th</sup> grade Grades 9 – 12 HS graduate Some college GED Graduate degree 2-4 yrs of college	0-3 years old Pre-K – 8 <sup>th</sup> grade Grades 9 – 12 HS graduate Some college GED Graduate degree 2-4 yrs of college	0-3 years old Pre-K – 8 <sup>th</sup> grade Grades 9 – 12 HS graduate Some college GED Graduate degree 2-4 yrs of college
<b>Disabling Condition?</b>	Yes No Unknown	Yes No Unknown	Yes No Unknown
<b>Military Service</b>	Currently serving In the past Not a Veteran	Currently serving In the past Not a Veteran	Currently serving In the past Not a Veteran
<b>Health Insurance</b>	None Private Pay Medicaid Medicare PCN VA Medical Services CHIP COBRA Employer Provided Indian Health Services	None Private Pay Medicaid Medicare PCN VA Medical Services CHIP COBRA Employer Provided Indian Health Services	None Private Pay Medicaid Medicare PCN VA Medical Services CHIP COBRA Employer Provided Indian Health Services
<b>Employment status</b>	Un-Employed (0-6 months) Unemployed (6 months +) Full-Time Part-Time Migrant Seasonal Farm	Un-Employed (0-6 months) Unemployed (6 months +) Full-Time Part-Time Migrant Seasonal Farm	Un-Employed (0-6 months) Unemployed (6 months +) Full-Time Part-Time Migrant Seasonal Farm
<b>Monthly Income</b> Provide income verification with each income	\$ _____/ mo. <input type="checkbox"/> Tax Return <input type="checkbox"/> Pay Stubs <input type="checkbox"/> Bank Statement <input type="checkbox"/> SSI/SSDI sheet <input type="checkbox"/> DWS 24 mo Benefit Report	\$ _____/ mo. <input type="checkbox"/> Tax Return <input type="checkbox"/> Pay Stubs <input type="checkbox"/> Bank Statement <input type="checkbox"/> SSI/SSDI sheet <input type="checkbox"/> DWS 24 mo Benefit Report	\$ _____/ mo. <input type="checkbox"/> Tax Return <input type="checkbox"/> Pay Stubs <input type="checkbox"/> Bank Statement <input type="checkbox"/> SSI/SSDI sheet <input type="checkbox"/> DWS 24 mo Benefit Report
<b>Disconnected Youth?</b> Youth age 14-24 who is neither working nor in school	Yes No	Yes No	Yes No
<b>Barriers currently present</b>	<input type="checkbox"/> Alcohol Abuse, indefinite? Yes No <input type="checkbox"/> Chronic Health Condition, indefinite? Yes No <input type="checkbox"/> Developmental Disability, indefinite? Yes No <input type="checkbox"/> Substance Abuse (past/current), indefinite? Yes No <input type="checkbox"/> HIV / AIDS, indefinite? Yes No <input type="checkbox"/> Mental Health, indefinite? Yes No <input type="checkbox"/> Physical Disability, indefinite? Yes No	<input type="checkbox"/> Alcohol Abuse, indefinite? Yes No <input type="checkbox"/> Chronic Health Condition, indefinite? Yes No <input type="checkbox"/> Developmental Disability, indefinite? Yes No <input type="checkbox"/> Substance Abuse (past/current), indefinite? Yes No <input type="checkbox"/> HIV / AIDS, indefinite? Yes No <input type="checkbox"/> Mental Health, indefinite? Yes No <input type="checkbox"/> Physical Disability, indefinite? Yes No	<input type="checkbox"/> Alcohol Abuse, indefinite? Yes No <input type="checkbox"/> Chronic Health Condition, indefinite? Yes No <input type="checkbox"/> Developmental Disability, indefinite? Yes No <input type="checkbox"/> Substance Abuse (past/current), indefinite? Yes No <input type="checkbox"/> HIV / AIDS, indefinite? Yes No <input type="checkbox"/> Mental Health, indefinite? Yes No <input type="checkbox"/> Physical Disability, indefinite? Yes No

## HOUSEHOLD INFORMATION CONTINUED:

Demographic information needed below	<b>Household #4 Name</b> First, Middle, Last	<b>Household #5 Name</b> First, Middle, Last	<b>Household #6 Name</b> First, Middle, Last
<b>Relationship</b> to head of household	Name:  Relationship:	Name:  Relationship:	Name:  Relationship:
<b>Proof of Identity</b> Only for 18 yrs. or older	Expires:	Expires:	Expires:
<b>Phone Number</b> , if different			
<b>Email Address</b> , if different			
<b>Race options:</b>	Am Indian/AK Native/Indigenous Black/African American/African Native Hawaiian/Pacific Islander Asian / Asian American White Multi-race (2 or more)	Am Indian/AK Native/Indigenous Black/African American/African Native Hawaiian/Pacific Islander Asian / Asian American White Multi-race (2 or more)	Am Indian/AK Native/Indigenous Black/African American/African Native Hawaiian/Pacific Islander Asian / Asian American White Multi-race (2 or more)
<b>Hispanic/Latin (a)(o)(x)</b>	Yes      No	Yes      No	Yes      No
<b>Date of Birth</b> Month/Day/Year			
<b>Social Security #</b>			
<b>Gender</b> (circle one)	Male   Questioning   Female   Transgender A gender that is not singularly 'Female' or 'Male'	Male   Questioning   Female   Transgender A gender that is not singularly 'Female' or 'Male'	Male   Questioning   Female   Transgender A gender that is not singularly 'Female' or 'Male'
<b>Education</b> (circle one)	0-3 years old      Pre-K – 8 <sup>th</sup> grade Grades 9 – 12      HS graduate Some college      GED Graduate degree      2-4 yrs of college	0-3 years old      Pre-K – 8 <sup>th</sup> grade Grades 9 – 12      HS graduate Some college      GED Graduate degree      2-4 yrs of college	0-3 years old      Pre-K – 8 <sup>th</sup> grade Grades 9 – 12      HS graduate Some college      GED Graduate degree      2-4 yrs of college
<b>Disabling Condition?</b>	Yes      No      Unknown	Yes      No      Unknown	Yes      No      Unknown
<b>Military Service</b>	Currently serving      In the past Not a Veteran	Currently serving      In the past Not a Veteran	Currently serving      In the past Not a Veteran
<b>Health Insurance</b>	None   Private Pay   Medicaid Medicare   PCN   VA Medical Services CHIP   COBRA   Employer Provided Indian Health Services	None   Private Pay   Medicaid Medicare   PCN   VA Medical Services CHIP   COBRA   Employer Provided Indian Health Services	None   Private Pay   Medicaid Medicare   PCN   VA Medical Services CHIP   COBRA   Employer Provided Indian Health Services
<b>Employment status</b>	Un-Employed (0-6 months) Unemployed (6 months +) Full-Time      Part-Time Migrant Seasonal Farm	Un-Employed (0-6 months) Unemployed (6 months +) Full-Time      Part-Time Migrant Seasonal Farm	Un-Employed (0-6 months) Unemployed (6 months +) Full-Time      Part-Time Migrant Seasonal Farm
<b>Monthly Income</b> Provide income verification with each income	\$ _____/ mo. <input type="checkbox"/> Tax Return <input type="checkbox"/> Pay Stubs <input type="checkbox"/> Bank Statement <input type="checkbox"/> SSI/SSDI sheet <input type="checkbox"/> DWS 24 mo Benefit Report	\$ _____/ mo. <input type="checkbox"/> Tax Return <input type="checkbox"/> Pay Stubs <input type="checkbox"/> Bank Statement <input type="checkbox"/> SSI/SSDI sheet <input type="checkbox"/> DWS 24 mo Benefit Report	\$ _____/ mo. <input type="checkbox"/> Tax Return <input type="checkbox"/> Pay Stubs <input type="checkbox"/> Bank Statement <input type="checkbox"/> SSI/SSDI sheet <input type="checkbox"/> DWS 24 mo Benefit Report
<b>Disconnected Youth?</b> Youth age 14-24 who is neither working nor in school	Yes      No	Yes      No	Yes      No
<b>Barriers currently present</b>	<input type="checkbox"/> Alcohol Abuse, indefinite? Yes No <input type="checkbox"/> Chronic Health Condition, indefinite? Yes No <input type="checkbox"/> Developmental Disability, indefinite? Yes No <input type="checkbox"/> Substance Abuse (past/current), indefinite? Yes No <input type="checkbox"/> HIV / AIDS, indefinite? Yes No <input type="checkbox"/> Mental Health, indefinite? Yes No No <input type="checkbox"/> Physical Disability, indefinite? Yes No	<input type="checkbox"/> Alcohol Abuse, indefinite? Yes No <input type="checkbox"/> Chronic Health Condition, indefinite? Yes No <input type="checkbox"/> Developmental Disability, indefinite? Yes No <input type="checkbox"/> Substance Abuse (past/current), indefinite? Yes No <input type="checkbox"/> HIV / AIDS, indefinite? Yes No <input type="checkbox"/> Mental Health, indefinite? Yes No <input type="checkbox"/> Physical Disability, indefinite? Yes No	<input type="checkbox"/> Alcohol Abuse, indefinite? Yes No <input type="checkbox"/> Chronic Health Condition, indefinite? Yes No <input type="checkbox"/> Developmental Disability, indefinite? Yes No <input type="checkbox"/> Substance Abuse (past/current), indefinite? Yes No <input type="checkbox"/> HIV / AIDS, indefinite? Yes No <input type="checkbox"/> Mental Health, indefinite? Yes No <input type="checkbox"/> Physical Disability, indefinite? Yes No

For additional household members, please print this page again

## SELF-SUFFICIENCY STATEMENT

The below programs require a self-sufficiency plan

- |   |   |
|---|---|
| <input type="checkbox"/> FLEXIBLE GAS VOUCHER<br><input type="checkbox"/> STATE ID<br><input type="checkbox"/> DEPOSIT ASSISTANCE<br><input type="checkbox"/> RENTAL ASSISTANCE | <input type="checkbox"/> MONTHLY BUS PASS<br><input type="checkbox"/> BIRTH CERTIFICATE<br><input type="checkbox"/> WATER ASSISTANCE<br><input type="checkbox"/> COMMUNITY SERVICE WAIVER |
|---|---|

According to the Community Service Block Grant, “Self-sufficiency” is defined as:  
 The applicant needs to be achieving (or working towards) a set of goals which will result in greater self-sufficiency and will eliminate some of the causes of that family’s poverty. What issues is the applicant facing and the resources the family (or community agencies the family is working with) brings to address these issues.

Below, please have a written plan toward self-support created within your family/household:

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### CSBG & TANF Income Guidelines Department of Health & Human Services Poverty Guidelines

All clients receiving services must be able to demonstrate that they are eligible for programs and the household income is at or below **125%** of Federal Poverty Guidelines.

#### 2023 Poverty Guidelines

Household size	Monthly	Annual
1	\$1,416	\$16,988
2	\$1,907	\$22,888
3	\$2,399	\$28,788
4	\$2,892	\$34,688
5	\$3,382	\$40,588
6	\$3,874	\$46,488
7	\$4,366	\$52,388
8	\$4,857	\$58,288
9	\$5,349	\$64,188
10	\$5,841	\$70,088

Guidelines are found at: <https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines>

## Authorization to Release Information

The agencies listed below are designed to assist individuals/families experiencing a housing crisis. The Authorization is designed to permit those agencies to share client information in order to collaborate on services and promote housing stability.

Client Name: \_\_\_\_\_  
 Client Name: \_\_\_\_\_  
 Address: \_\_\_\_\_

Date of Birth: \_\_\_\_\_  
 Date of Birth: \_\_\_\_\_  
 Phone: \_\_\_\_\_

**by checking this box, I approve all of the below listed agencies**

<input type="checkbox"/> Five County Association of Governments <input type="checkbox"/> Department of Workforce Services (DWS) <input type="checkbox"/> Southwest Behavioral Health Center <input type="checkbox"/> Cedar City or St. George Housing Authority <input type="checkbox"/> Family Healthcare / Clinic <input type="checkbox"/> Vocational Rehabilitation <input type="checkbox"/> The Division of Child and Family Services <input type="checkbox"/> County Sheriff Offices in the Service Area <input type="checkbox"/> LDS Transient Bishop’s Office Bishop you are working with: _____ <input type="checkbox"/> Iron or Washington County School District <input type="checkbox"/> Police Departments in the <input type="checkbox"/> Adult Protective Services (APS) <input type="checkbox"/> Adult Probation and Parole (AP&P)/ private parole agency	<input type="checkbox"/> The Utah Food Bank & Local Food Pantries <input type="checkbox"/> Iron County Care & Share <input type="checkbox"/> Intermountain Health Care <input type="checkbox"/> Canyon Creek Women’s Crisis Center (Domestic Violence) <input type="checkbox"/> DOVE Center (Domestic Violence) <input type="checkbox"/> Utility Companies (Questar Gas, Rocky Mountain Power, etc.) <input type="checkbox"/> Veteran’s Administration & Southern Utah VA Home <input type="checkbox"/> Switchpoint Community Resource Center <input type="checkbox"/> Other agencies/people the team may contact to assist in individual cases: (list): <input type="checkbox"/> Family Members (list): <input type="checkbox"/> Hotels (involved with the hotel voucher program) <input type="checkbox"/> Landlord or Mortgage Lender <input type="checkbox"/> Other (list):
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**Information to Be Released:** Only authorized personnel will share client information needed for service delivery, program eligibility, to track demographic trends, service patterns and the client outcomes achieved. Non-personally identifying information may also be used for the purposes of research and reporting to other services agencies, current and potential program funding sources, and other programs offered by.

**For the Purpose of:** (a) providing coordinated housing, medical, social, psychological, and other services to me, (b) evaluating the outcomes related to service delivery, and (c) to improve coordination of services to assist individuals experiencing a housing crisis, and (d) to identify barriers and service gaps that block the path out of homelessness. In the event of the publication of the results of the program, my identity will be kept confidential, although information about my circumstances may be discussed.

**Right to Revoke:** This authorization is subject to revocation at any time except to the extent that the agencies which are to make the disclosures have already taken action in reliance on those disclosures. Unless otherwise revoked by client, this release expires after 1 year.

**Potential Re-disclosure:** I understand that information that I authorize to be disclosed may be re-disclosed and not subject to medical privacy regulations. However, federal confidentiality rules (42 CFR, part 2) prohibit recipients from making any further disclosure of alcohol and substance abuse records unless further disclosure is expressly permitted by written consent of the person to whom they pertain or if disclosure is otherwise permitted by 42 CFR, part 2. The Federal rules restrict any use of the information to criminally investigate or prosecute and alcohol or drug abuse client.

**By signing below, I authorize the above listed organizations to share information as it relates to my housing needs.**

\_\_\_\_\_  
 Client (1) Signature

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Client (2) Signature

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Case Manager Signature

\_\_\_\_\_  
 Date

## Five County Community Action Grievance Procedure

This Grievance Procedure is to be followed by program consumers who are dissatisfied with or are denied services under programs funded by Community Service Block Grant (CSBG), Social Service Block Grant (SSBG), and any other grant or program overseen by the Five County Human Services Council. Attempts will be made to resolve grievances as quickly as possible.

**Informal:** Consumer will bring issue to attention of the local program provider. If not resolved to consumer's satisfaction, the consumer has the option of pursuing the grievance by issuing a formal complaint.

### **Formal Complaint**

- a. Consumer will submit written grievance to local program provider within five (5) working days of the incident or of knowledge of the incident. The local Program Provider will respond in writing within ten (10) working days. If not resolved to consumer's satisfaction, they have option to proceed.
- b. If the issue is still not resolved to consumer's satisfaction, consumer may submit written grievance within ten (10) working days to Director of Community Action, Five County Association of Governments, 1070 West, 1600 South, Building B, St. George, Utah 84770. The Director of Community Action will respond in writing within ten (10) working days. If not resolved to consumer's satisfaction they have option to proceed.
- c. If the issue is still not resolved to consumer's satisfaction, consumer may submit written grievance within ten (10) working days to the Executive Director of the Five County Association of Governments, 1070 West 1600 South Building B, St. George, Utah 84770. The Executive Director will utilize support staff or Human Services Council support as deemed necessary to investigate information and render a decision regarding the grievance. The Executive Director will respond in writing within ten (10) working days. If not resolved to consumer's satisfaction, they have option to proceed.
- d. If the issue is still not resolved to consumer's satisfaction, consumer will be provided with address and telephone number(s) for the Chairperson of both the Five County Human Services Council and Five County Association of Governments Steering Committee. A hearing before the Human Services Council will offer the next level of grievance and help remedy appropriate action(s) regarding the complaint. The nature of the complaint and the investigation shall be properly documented. The response to the consumer will address the complaint received and relevant action taken. If any member of Human Services Council has involvement in the grievance, those members shall exclude themselves from the grievance procedure.
- e. If the decision is not to the satisfaction of the consumer, the consumer shall be referred to the appropriate state agency's grievance procedure. In most instances, this will be the Utah Department of Workforce Services or the Utah Department of Human Services.



## Utah Homeless Management Information System: Informed Consent Release Form What is UHMIS?

FCAOG participates in the Utah Homeless Management Information System (UHMIS), an online database that collects information about persons in Utah who are experiencing homelessness, those at risk of homelessness, and those who are formerly homeless.

### What type of information is asked of me?

UHMIS asks for identifying information including, but not limited to, basic demographics (i.e., Name, Date of Birth, etc.), limited health data (i.e., disabling condition), and financial information. Each question has been carefully reviewed to ensure only the minimum required information necessary is collected.

### Who is it shared with?

FCAOG must collect client information in UHMIS for program participation, even if the client does not sign this form. However, information is shared with other providers only **after** the client signs this consent form to release that information (providers are listed at [UtahHMIS.org/Participating-Agencies](http://UtahHMIS.org/Participating-Agencies)). For more information on how client information is protected and shared, please refer to the [UHMIS Privacy Posting](#) (found at all HMIS data collection points) or the [UHMIS Privacy Policy](#); both are available at [UtahHMIS.org/Governance](http://UtahHMIS.org/Governance).

### What happens if the client refuses to sign this form?

- Clients may refuse, and they will not be denied services unless a specific funding source for those services requires client information to be shared in UHMIS.
- Clients may refuse to share their information with only one or all other providers.
- Clients may choose not to share any specific data element even after signing this consent form.
- For FCAOG to serve clients with this UHMIS participating project, client information will still be entered into UHMIS and is visible by the users who work for this agency. It will also be visible to a small group of people not employed with this agency who provide security, oversight, data analysis, and research to improve services for those served by UHMIS.

### When does client consent end?

Client consent will end seven years after the signature date by default; however, clients may also change their consent to share at any time. Due to the nature of UHMIS, when client consent ends, this agency will share no new information, but this agency will not remove anything already shared within the system.

### Client Rights

- Clients may request this document in a format better suited for their needs and understanding.
- Clients may request to see information for themselves and their legal dependents and to change it if incorrect.

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**I understand the above statements and consent to the inclusion of personally identifying information in UHMIS about me and any dependents listed below and authorize information collected to be shared with other providers. I understand that my personal identifying information will not be made public and will only be used with strict confidentiality. I also understand that I may withdraw my consent at any time by submitting a [UHMIS Informed Consent Revocation Form](#), which can be provided to me by this agency. I understand that I may obtain a copy of my signed consent form from this Agency.**

Dependent children under 18 in the household, if any (please print first and last names):

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Client Signature (Parent/Guardian)

Client Name (Print Clearly)

Date

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Agency Staff Signature

Agency Staff Name (Print Clearly)

Date

(Agency use, as needed)  The client provided verbal consent  Client refused  Client restricts some sharing (specify agencies on the form)