

YOU AND INDEPENDENT LIVING

CONSUMER RIGHTS AND APPEALS PROCESS

COMPLIANCE WITH THE CIVIL RIGHTS ACT: The center for Independent Living complies with Title VI of the Civil Right Act of 1964 and Section 504 of the Rehabilitation Act of 1973 as amended. Independent Living services are provided without regard to an individual's race, religion, creed, color, age, sex, national orgy, disability, marital status or veteran status. If you believe discrimination is being practiced, you have the right to register a complaint with, The Human Rights Bureau, Department of Labor and Industry, P.O. Box 1728, Helena, Montana 59624-1728, or call, 1-800-542-0807 and in Helena, 1-406-444-4256.

CONFIDENTIAL INFORMATION: All information obtained from you during the application and service delivery process is held in strict confidence. Information about you is important to the mutual planning for your services. Information about you will not be disclosed to other agencies, organizations or individuals without your or your representatives required written permission. You have the right to examine the contents of your case.

INDEPENDENT LIVING PLAN: The center for independent living will help facilitate the development and achievement of your selected independent living goals. You and your INDEPENDENT LIVING SPECIALIST will mutually develop a plan of services around your stated goals and objectives. An Independent Living Plan will be developed with you to serve as the guide for the services to be

To be provided, unless you sign a waiver stating such a plan is unnecessary.

YOU'RE RIGHT TO APPEAL: You have the right to appeal decisions and actions regarding your plan of service. The center for Independent Living has established an internal appeal process by which you may address problems or grievances. The steps for an internal appeal process by which you may address problems or grievances. The steps for an internal appeal with the center for Independent Living are as follows:

STEP 1: Tell your Independent Living Specialist that you do not agree with the anticipated decision. Schedule an appointment with your Independent Living Specialist to discuss the problem or grievance and attempt to find a mutually satisfaction solution if, after clarification and discussion, you are not satisfied, proceed to STEP 2

STEP 2: A joint conference will be scheduled with you, your Independent Living Specialist and the center director to try to resolve the problem. Within 5 working days of the joint conference, the center director will provide you with a written response as to how the center proposes to resolve the problem. If you are not satisfied, proceed to STEP 3

STEP 3: The last level in the center for Independent Living's internal appeals process is appealing to the center's board of Directors. You or your representative can submit the appeal to the board of Directors either in writing or personally at a meeting of the Board of Directors. That meeting of the Board of Directors shall be held within thirty (30) days of the board being advised of the appeal. The Board of Directors will render its decision within ten (10) days after its meeting to hear the appeal.

If, at any time you feel you are in conflict with an anticipated action or decision from the center for Independent Living, you may request assistance from the Montana Client Assistance Program (CAP). CAP is federally funded advocacy established through the Rehabilitation Act of 1973. To contact CAP call or write to:

Client Assistance Program
316 N. Park, Room 211
P.O. Box 1680
Helena, Montana 59624
(406-444-3889 (Voice or TTY)
1-800-245-4743

NAME _____ DATE _____