



**HPRP Kansas City Project Hope
Neighborhood and Community Services Department
Human Services Division**



Service Agreement

I (we) hereby agree to participate in the Homelessness Prevention and Rapid Re-Housing Program (HPRP) based on the following rights and responsibilities. I (we) understand that my (our) participation is based on my (our) HPRP Goal Plan and subject to review throughout the duration of my (our) involvement in HPRP.

Participant Rights:

1. To receive available services regardless of race, color, national origin, religion, sex, age, sexual orientation, marital status, or political belief.
2. To have all services provided confidentially.
3. To have an individualized service plan and to participate in its development.
4. To have personal rights or privileges respected as guaranteed by law.
5. To be informed of eligibility requirements.
6. To have services provided by qualified staff, and when possible, in your native language through language translation.
7. To be free from any form of emotional, physical, or sexual abuse or neglect by HPRP staff.
8. To be informed of the participant grievance procedure, and to make a complaint without fear of reprisal or of service being denied.
9. To refuse any services with the understanding that this may affect continued eligibility for the program.
10. To be informed of your responsibilities as a participant in an agency program and the conditions under which the agency may discontinue services.

Participant Responsibilities:

1. I (we) will participate in the activities identified in my (our) HPRP Goal Plan. I (we) will maintain regular contact with my (our) HPRP case manager, as dictated by my (our) case plan. I (we) will give accurate information and not misrepresent my (our) situation to my (our) case manager, any other HPRP staff person, or any other social services agency or organization.
2. I (we) understand that some HPRP services will be provided in the home. While most visits will be scheduled HPRP staff may make unannounced visits to my (our) home.
3. I (we) will inform my case manager 24 hours in advance when canceling a scheduled appointment.
4. I (we) shall immediately notify my (our) case manager of any circumstance(s) or event(s) that would prevent my (our) compliance with the terms of this agreement, my (our) lease, and/or my (our) HPRP Goal Plan.

Initial Here: _____

