

SOAR Case Management Services, Inc.
2132 Fordem Avenue, Madison, WI 53704
Phone: (608) 287-0839 Fax: (608) 287-0840

YOUR TREATMENT RIGHTS

And the Process for Resolving Complaints

When you receive services from SOAR, you have the following:

- You will be provided with prompt, adequate and culturally sensitive services, as described by SOAR's mission and within the limits of available funding.
- You will be treated with respect and dignity by all employees and by all providers under contract with SOAR. You will not be maligned or discriminated against because of race, ethnic background, gender, sexual orientation, physical appearance, age, religious preference, disability or other class protected under state or federal law.
- You will not be given medication without your informed consent or that of your guardian (if any) or without a court order. In rare emergencies, you may be medicated before giving informed consent if it is necessary to prevent serious physical harm to yourself or others.
- You will have a confidential treatment record maintained by SOAR that has information specifically related to your treatment, your medication, and any treatment conclusions or decisions made about you. You or your guardian may inspect, request a copy, and challenge the record in ways that are specified by law (under s.51.30 and ch. HFS 92).
- You will not be recorded, photographed, filmed, or taped without your informed consent, unless the photograph is taken only for inclusion in your own treatment record.
- If staff assist you in the management of your funds, you or your guardian (if any) will be given an accounting of those funds at least quarterly, and more often if requested.
- You will be informed of any costs of your care and treatment that you or your relatives may have to pay.
- You will be offered services in a clean, safe, and respectful environment.
- Staff will take reasonable steps to ensure your physical safety, as well as that of other clients and staff.

In receiving treatment through SOAR Case Management Services, Inc., you will not be denied any of these rights, nor will you be required to waive any of your treatment rights as a condition for receiving services. Staff are available to assist you if you need or want help exercising your treatment rights. A copy of HFS 94, which describes all your treatment rights under State law, will be made immediately available to you by staff upon your request.

Discrimination Complaints

If you feel that you have been wrongfully denied service or that the treatment you received was separate or different from others because of your race, color, ethnic background, gender, sexual orientation, age, religious preference, disability or other class protected under state and federal law, this may be discrimination. You may file an informal complaint with SOAR's Equal Opportunity Coordinator and/or a formal complaint with a state or federal agency.

A *Service Delivery Discrimination Complaint Form* and instructions for filling it out are available from SOAR's Equal Opportunity Coordination or any employee of SOAR Case Management Services.

Grievance Resolution

SOAR Case Management Services, Inc. must inform you of your treatment rights and of the process to be used in resolving complaints. The process is outlined below. If you feel your treatment rights have been violated by SOAR, you may file a grievance. You cannot be threatened or penalized in any way for filing a grievance. You have a right to fair, responsive and respectful treatment throughout the grievance process. You can use any or all of the following to address your concerns:

1. **Informal Resolution Process:** You can make your complaints, disagreements or concerns known directly to your case manager, his/her supervisor, or to SOAR's Client Rights Specialist. You have a right to have your concerns heard and to receive a decision in a timely manner about the issues you bring up. The people involved can use a variety of approaches (including mediation) to address your issues.
2. **Formal Resolution Process:** You can contact SOAR's Client Rights Specialist. She will talk with you directly to make sure she understands your grievance. If you decide to pursue SOAR's Formal Resolution Process, here's what to expect:
 - You may file your grievance verbally or in writing. If it is verbal, the Client Rights Specialist will help you put it into writing.
 - The Client Rights Specialist will investigate your grievance and suggest a meeting between you and the staff person(s) involved.
 - You will receive a decision from the Client Rights Specialist, in writing, within 30 days from the time you file a formal grievance.
 - The Client Rights Specialist will keep a copy of your grievance and the decision made in a separate file. This grievance and any follow-up documents related to the grievance will not become a part of your clinical record at SOAR.
 - The Client Rights Specialist will inform you, in writing, of the specific actions that will be taken to resolve your grievance.
 - If your grievance is determined to be unfounded, the Client Rights Specialist will inform you, in writing, why your grievance is being dismissed.
3. **Outside Legal Resolution:** You may seek outside legal counsel. If you decide to take this step, SOAR's grievance process will stop and you should, instead, work closely with your attorney to get your concerns addressed.
4. **Appeals**
 - You have a right to appeal any decision made by the Client Rights Specialist.
 - If you are not satisfied with the decision, you can contact the Chair of SOAR's Board of Directors or the Dane County Department of Human Services at (608) 242-6477.
 - If you are not satisfied with the County's decision, you have the right to request a State review. The County can tell you who would be the appropriate State person for you to contact. Forms for submitting a State appeal are also available from SOAR's Client Rights Specialist.
 - The State will make a final administrative determination about your grievance.

If you have complaints, concerns or questions, please contact:

Tracy Zemlo

SOAR's Equal Opportunity Coordinator and Client Rights Specialist

SOAR Case Management Services, Inc.

2132 Fordem Avenue, Madison, WI 53704

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