

Client Bill of Rights

As a customer of Norfolk Department of Human Services, you have the right to:

- Receive quality services in a respectful, nondiscriminatory manner
- Be informed about the qualifications of staff
- Receive written information about the nature and purpose of services
- Be provided with enough information to make an informed choice from available services
- Provide or withhold consent
- Refuse services and be informed of the consequences of refusal
- Receive written notification prior to any transfer, reduction or termination of services
- Expect your records and information be held in a secure and confidential manner
- Have the ability to review your records upon written request
- Receive timely response to needs
- Be provided information on how to voice any grievance about services
- Receive services based on individual service needs
- Participate in the process of developing, implementing and updating the service plan
- Have access to an interpreter/translator as needed
- Referral to another agency if NDHS cannot meet your needs.

Appeal Process

You have the right to appeal the decision to close your case or deny financial assistance. Within 10 days of the decision, a request for re-consideration should be provided in writing and addressed to HART's Program Manager. The letter should include the reason you feel your case should be reconsidered for services and have a valid contact number or mailing address.

Additionally, if you would like to include any additional information or verification, please include this with your letter. The letter can be **mailed or hand delivered to** 741 Monticello, Norfolk, VA or **faxed to** (757) 664-7787.

Once the appeal letter is received, your case will be reviewed and given a final determination within 10 business days.

Follow Up

While your case is open, your HART worker will be in touch with you to follow up on your progress and need for services. Please be aware that your case can be closed for no contact if we do not hear from you for two or more weeks. If your contact information changes, please contact your worker:

_____ at (757) 664-____



HOMELESS ACTION RESPONSE TEAM (HART)

Helping Norfolk families end homelessness.



What to Expect

You will meet a Family Services Worker who will complete an intake assessment, which will take approximately an hour. The assessment covers many aspects of life that impact housing and is intended to identify the unique strengths and needs of your family.

Based on your responses, the worker will identify your primary need as:

- Prevention
- Shelter
- Re-housing

Prevention

Our goal is to keep families housed whenever possible. If you are currently facing eviction, your worker will contact your landlord to determine if they are willing to accept financial assistance to stop the eviction. They will complete the intake assessment and request verification of your income (such as paystubs, child support and bank account statements), expenses (such as utility bills) and housing, including your lease, ledger and eviction notice.

What is an eviction notice? A writ of eviction is issued from the sheriff's office after court proceedings have determined that you no longer have legal possession of your property. The writ of eviction is a bright yellow notice that says 72 Hour Notice at the top.



Shelter

HART provides screening and referral for local family shelters. Shelter placements are limited, which may require your placement on a waiting list. We believe that children do best with their families. Your worker will assist you with connecting to extended family and friends to determine if there is an alternative to shelter. Your worker will help you to develop a plan to eliminate barriers to housing, such as employment and benefits (SNAP, TANF and Medicaid) and determine if you are eligible for re-housing assistance.

Re-housing

Your worker can refer you to our Housing Broker, who partners with landlords in the community that are willing to work with our program. The Housing Broker can assist you to locate affordable housing as quickly as possible. An inspection will be conducted to ensure that the unit is habitable (lacking structural or health hazards).

For some families, HART may be able to assist with deposit or rent. Each family is unique and assistance is tailored to meet their individual needs. Financial assistance may vary based on availability and grant requirements.

Other Services

Your worker may suggest or you may request:

- Employment Services
- Budgeting Classes
- Tenant Education
- Parenting Classes
- Legal Advocacy for civil court matters
- McKinney-Vento assistance for school-aged children

