



Consumer Eligibility Form

To be eligible for Northwest Colorado Center for Independence services, a person must experience a significant disability which limits the ability to function independently.

I, _____ state that I have the following disability(ies):

Primary Disability Observable Documented in File

Secondary Disability Observable Documented in File

If my disability is not obvious and observable, I understand I must provide either

- A written, signed statement from a healthcare professional, medical doctor or accredited clinician or
- Documented proof of service from another agency that requires me to have a significant, permanent disability to be eligible.

Consumer's Signature

Date

By signing below, I determine as a representative of the service provider that the applicant is eligible for services and has met the basic requirements specified in Section 364.40. (Include additional documentation in the Consumer Service Record if the individual's disability is not obvious and observable).

NWCCI Staff Signature

Date

"Empowerment through Advocacy, Peer Support and Education"

1306 Lincoln Ave Suite A, Steamboat Springs, Colorado 80477
PO Box 771475, Steamboat Springs Colorado 80487
970-871-4838 Phone • 970-871-4841 Fax





Confidentially Agreement: The confidentiality of consumer records, including alcohol and drug addiction patient records, medical records, and other information provided by the consumer or obtained through a mutual release of information, maintained by this program; is protected by Federal Law and regulations. Generally, the program may not say anything to a person outside the program, or disclose any information identifying a consumer UNLESS: the consumer consent is in writing, the release of information is allowed by a court order, the disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation, the disclosure is regarding information about a crime committed or threatened by a consumer or other parties involved in working with a consumer, or the disclosure is regarding information about suspected child abuse or neglect being reported under State Law to appropriate State or Local Authorities. (See 42 U.S.C.290dd3 and U.S.C. 290ee-3 for Federal Laws and 42 CFR Part 2 for Federal regulations). Violation of Federal Law and regulations by NWCCI staff is a crime. Suspected violations may be reported to the appropriate authorities in accordance with Federal regulations.

Grievance Procedure: Recipients of services from the NWCCI who are dissatisfied with the services received have the right to file a complaint (grievance) without fear of prejudice.

- 1)** Grievances must be in writing and presented to the Executive Director within 15 (fifteen) working days from when the incident occurred. The grievance must include a brief description of the incident and names of persons involved. The name, address, phone number, and the signature of the person filing the complaint must be on the grievance.
- 2)** Persons involved and/or their representatives have 5 (five) working days from the filing of the grievance to submit relevant information.
- 3)** The Executive Director will set up an appointment with the complainant within

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15 (fifteen) working days of the grievance. The complainant will notify the Executive Director of who will be attending the meeting 3 (three) working days prior to the meeting.

4) The Executive Director (E.D.) of the NWCCI will prepare a written summary of the meeting identifying the outcome and decisions. The E.D. and the complainant will sign the agreed upon document and a copy will be given to each individual.

5) If a grievance is not resolved between the Executive Director and the complainant, the Executive Director or complainant may submit the grievance to the Board of Directors for the final decision. Within 15 (fifteen) days of receiving the complaint, the Board President will complete an internal investigation of the grievance and present a report of the decision to the complainant.

6) A grievance against the Executive Director must be directly submitted to the NWCCI Board President at: NWCCI Board President, P.O. Box 775144, Steamboat Springs, CO 80477. The above policy and procedures will apply, however, the Executive Director and the complainant will be excluded from the meeting. The discussion of the grievance within the NWCCI Board Executive Committee is closed to the public and is confidential.

7) If the complainant is not satisfied with the decision of the Board of Directors, an official complaint can be filed with the **Client Assistance Program at Disability Law Colorado: 455 Sherman, Suite 130, Denver, CO 80203, (800) 288-1376 or (303) 722-0300.**

Consumer Rights and Responsibilities:

- As a consumer, I have the right to not be discriminated against by any staff member or board member due to type of disability, age, sex, race, birthplace, sexual orientation, political or religious beliefs.
- As a consumer, I have the right to an accurate and fair assessment of information by NWCCI staff to decide my eligibility for services, unless I refuse to provide the information necessary to make that assessment.
- As a consumer, I have the right to review any information in my file, other than confidential information about another person or business.
- As a consumer, I have the right to be treated with courtesy and respect by NWCCI staff.

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- As a consumer, I have the responsibility to treat NWCCI staff with courtesy and respect.
- As a consumer, I have the right to have any person of my choice present at any meeting with the NWCCI staff.
- As a consumer, I have the right to file a grievance if I feel dissatisfied with the actions of the NWCCI staff.
- As a consumer, I have the responsibility to avoid being under the influence of illegal drugs or alcohol when working with NWCCI staff.
- As a consumer, I have the responsibility to complete NEMT (non-emergency medical transportation) forms if I am accessing NWCCI transportation services for medical appointments. If I need assistance with this it is my responsibility to request accommodations.
- As a consumer, it is my responsibility to work with NWCCI staff to set goals and take action to achieve the goals identified my Independent Living plan.
- As a consumer, it is my right to inform NWCCI staff if I am dissatisfied with the goals set, or the manner in which they are being achieved.
- As a consumer, it is my responsibility to inform NWCCI staff of other resources available that I have knowledge of, which may assist in the achievement of goals.
- As a consumer, it is my responsibility to provide NWCCI staff with the necessary information for determining my eligibility to receive services.
- As a consumer, it is my responsibility to inform my Independent Living Coordinator if I desire to change or add items to my IL Plan.
- As a consumer, it is my responsibility to inform the NWCCI staff as to my need for an interpreter, translator, or materials in alternate formats.

- Confidentially Agreement**
- Grievance Policy**
- CAP Information**
- Consumer Rights and Responsibilities**
- Independent Living Plan OR** **Independent Living Plan Waiver**

Client's Signature: _____ **Date:** _____

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