

## **INFORMATION FOR CONSUMERS OF LUTHERAN FAMILY SERVICES**

Welcome to Lutheran Family Services! It is the goal of all of us at LFS to provide you with quality services. The following information may be useful to you as a consumer of LFS.

**HOURS** – LFS is normally open from 8:00 a.m. to 5:00 p.m., Monday through Friday. Consumer services are not provided during evening and weekend hours unless authorized by an LFS staff member. Please ask the LFS staff member you have most contact with for information on how an emergency is to be handled in the program from which you are receiving services.

**ELIGIBILITY for receipt of services** – The majority of services are offered at Lutheran Family Services without regard to age, race, religion, sex, handicap or economic status. However, there are specific eligibility requirements for each program. For example, the Senior Outreach Program in Central Colorado was designed for older adults, therefore one must be 55 years or older to receive these services or one must be a caregiver for an older individual. If you do not have a copy of the specific consumer eligibility requirements for your program, please ask a LFS staff member.

### **LFS MISSION**

Inspired by the compassionate Love of Christ, LFS walks with the vulnerable  
Through services that Heal, Strengthen, and Provide Hope.

### **AT LFS WE VALUE:**

- The dignity and worth of all people
- Cultural and religious differences
- Excellence
- Our Lutheran identity
- Wholeness of mind, body and spirit
- Life in community
- Partnering with others

## **CONSUMER GRIEVANCE POLICY & PROCEDURES**

### **Policy:**

If a consumer feels he or she has been treated unfairly by Lutheran Family Services Rocky Mountains, that consumer is entitled to contest the actions that have affected him or her unjustly.

### **Procedures:**

1. The consumer will attempt to resolve the situation with the staff member[s] with whom the grievance arose.
2. If the situation is not resolved to the consumer's satisfaction, the consumer can request a meeting with the staff member and their supervisor to discuss and resolve the situation.
3. If the situation is not resolved after this meeting the consumer can call the Vice President for Program Services to discuss the situation. At this time the consumer may be asked to submit a written statement outlining the concern.
4. The Vice President for Program Services will respond to the consumer no later than ten (10) working days following the conversation and/or the receipt of the statement from the consumer.
5. If the consumer feels that the Vice President for Program Services has not dealt adequately with the complaint, the consumer shall provide a written statement describing the situation to the agency President/CEO or designee. The President will schedule a hearing to take place no later than ten (10) working days following the receipt of the consumer's written statement.
6. When grievances are submitted to the President/CEO notification of final resolution will be conveyed to the consumer in writing.

### **DISCONTINUATION OF SERVICES**

**Refusal to follow service plan may result in discontinuation of client services.**

## CONSUMER RIGHTS & RESPONSIBILITIES

As a consumer of Lutheran Family Services, you can expect the following from all LFS staff members:

- You will be treated with respect.
- Your issues and concerns will remain confidential in accord with applicable laws.
- You will be provided with an explanation of the services LFS can provide.
- You will be provided with an explanation of any applicable fees.
- You have the right to refuse services offered.
- You have the right to ask for a referral to another provider.
- You have the right to consult an advocate outside the agency.
- You have the right to file a grievance if you are dissatisfied with services provided.

We are also required to provide you with the following information from the:

Division of Child Care, Colorado Dept. of Human Services, 1575 Sherman St., 1st Floor, Denver, CO 80203-1714, 303-866-5958.

1. To review the licensing file of an adoption/child placement agency call: 303-866-5088 or 1-800-799-5876.
2. To file a complaint about a licensed adoption/child placement agency call: 303-866-3755 or 1-800-799-5876.
3. To obtain a copy of all licensed adoption/child placement agencies in the state of Colorado call Division of Child Welfare: 303-866-3228 or Division of Child Care at 303-866-5958 or 1-800-799-5876.
4. Copies of the regulations (Minimum Rules and Regulations for Child Placement Agencies – Commodity #615-82-14-4442) governing adoption/child placement agencies are available for a charge at: Colorado State Forms and Publication Center, 4200 Garfield St, Denver, CO 80216-6517. Phone 303-321-4164. Call to verify cost.

I have read and understand the Lutheran Family Services' INFORMATION FOR CONSUMERS/GRIEVANCE OF LUTHERAN FAMILY SERVICES statement.

I have been informed of the proper procedure to file a complaint to the State Department of Human Services, Division of Child Care.

I have been given a copy of the Lutheran Family Services' Information for Consumers and the Consumer Grievance Procedure.

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Consumer Signature

Date

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Consumer Signature

Date

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Signature of Guardian (if a minor)

Date