

Connecticut Continuum of Care Participant/Applicant Bill of Rights - Updated January 2024

If you need or are getting help from a Coordinated Access Network (CAN) or Continuum of Care (CoC) project in Connecticut, **you have some important rights**. Here are the things you should know:

- Everyone should treat you nicely and with respect, no matter where you come from, your religion, or how you look or who you are. It doesn't matter if you're gay, straight, lesbian, bi-sexual, or transgender. You should be treated fairly and with kindness and respect.
- Using drugs or alcohol or having no money or a low credit score shouldn't stop staff from helping you. Even if you've been in trouble in your housing or with the law before, staff should still try to help.
- You get to decide if you want help with drugs, alcohol, or mental health services. Staff can't say you can't get help because you don't want those services.
- You can choose who is a part of your family, and you have the right to get help together with your family members. You don't have to be married or blood related to get help together.
- You can choose the gender you identify with, and the program can't make you change who you are to get help.
- You should get everything the program offers and the rules in writing, so you know what to expect.
- You can pick which services and programs you want and where you want to live. It may be harder to find housing in some places.
- Nobody should threaten you, hurt you or put you down. If someone does, you can tell someone in charge and get help to stop it.
- Your personal information is private. Staff can only share it without your okay in emergencies, when someone is in danger, or when a court says it's okay.
- You should get services that help you find a home and reach your goals.
- You can ask questions, give ideas, and complain if you're not happy with something. Staff should listen and help fix any problems.
- If the program stops helping you, they should tell you why and how you can ask for them to keep helping you. They should give you that information in writing.
- If you need the CAN or CoC project to adjust something because of a disability, you have the right to ask for that. Most often the project should make the change you asked for. This is sometimes called a "reasonable accommodation."
- Staff should give you a copy of these rights and explain them to you.

What to do if you think your rights were not respected:

1. You can tell the place that gave you help or denied you help about your complaint. This is called a "grievance." See this [Notice](#) for more information.
2. You can contact the **CT BOS CoC** at ctboscoc@gmail.com or (917)449-3918 or the **ODFC CoC** at openingdoorsoffairfieldcounty@gmail.com or (203)579-3180. We will try to help you.
3. You can also get in touch with the **HUD Hartford Field Office** at (860) 240-4800.
4. If you feel like you were treated unfairly because of who you are, you can make a fair housing complaint with **HUD** by calling (800-669-9777; TTY 800-877-8339) or online in [English](#) or [Spanish](#).
5. Connecticut's laws also protect people who are gay, lesbian, bi-sexual, and transgender. You can file a complaint with the **CT Commission on Human Rights** at (860)541-3403.

