



CT BOS Participant/Applicant Bill of Rights, *Adopted 2/17/2023*

If you are getting or asking for help in Hartford, Litchfield, New Haven, New London, Windham, Tolland, or Middlesex Counties from a Coordinated Access Network (CAN) or project funded by the Connecticut Balance of State Continuum of Care (CT BOS), **you have these rights:**

- Not to be discriminated against based on race, color, national origin, religion, sex, sexual orientation, gender identity/expression, disability, language spoken, marital status or any other protected status under state and federal law.
- Not to be denied services because of substance use; credit, criminal or housing history; lack of income; or participation in treatment.
- To decide for yourself who is a member of your family and not to be separated from members of your family.
- To be served based on the gender you identify with.
- To get in writing what services are available, any rules you must follow and things you have to do and to get written updates if any changes are made.
- To choose what services and activities you want to participate in and where you want to live - understanding that housing may be less available in some places.
- Not to be sexually harassed or physically, sexually, verbally and/or emotionally abused or threatened.
- To have your personal information and records kept private and not shared without your permission, except when there is a medical emergency, a clear and immediate danger to you or to others, there is possible child or elder abuse/neglect, or when ordered by a court.
- To be treated with respect and dignity and in a way that honors differences.
- To get services that meet your needs and help you to get and keep permanent housing and achieve things that are important to you.
- To have service/housing providers address any safety, privacy or other concerns you have.
- To make suggestions and complaints, ask questions and receive a prompt response.
- If you are no longer going to get services and/or help with your rent, to get in writing the reasons why, how you can appeal the decision, and the final decision.
- To request a reasonable accommodation.
- To receive a copy of these rights and to have someone review them with you before and after you enter the project.

WHAT CAN I DO IF I FEEL MY RIGHTS HAVE BEEN VIOLATED?

- Use your agency's internal grievance process (see this [Notice](#) for more information).
- You can reach out to the CT BOS CoC at ctboscoc@gmail.com or (860) 375-4634. We encourage you to reach out to CT BOS so we can help try to resolve your concern.
- You can also contact the HUD Hartford Field Office at (860) 240-4800.
- If you believe you have been discriminated against based on race, color, national origin, religion, sex, disability, or family status or any other protected status, you can file a fair housing complaint with HUD's Office of Fair Housing and Equal Opportunity by telephone (800-669-9777; TTY 800-877-8339) or online in [English](#) or [Spanish](#).
- Connecticut's laws also protect people who are gay, lesbian, bi-sexual, and transgender. You may file a complaint with the Connecticut Commission on Human Rights and Opportunities Fair Housing Unit at (860)541-3403.