

Entry Point Inclusion Policy for Clients

You belong here! You deserve to be included and served with respect! The Entry Point Coordinated Entry System promises to serve all clients fairly, and without discrimination based on any of these things:

- Your gender, gender status, or gender expression
- Being LGBTQ+
- Your race, color, tribe, or ethnicity
- Your immigration, refugee, or citizenship status
- Your income level, or source of income
- How well you read, write, or speak English
- Your job status or education level
- Your alcohol or drug use or addiction, or other addictions
- Your health or mental health status, or having HIV or AIDS
- Your age
- Your marital, family, or partnership status
- Your legal history
- Your veteran or military discharge status
- Your body size
- Your participation in the street economy
- Your religion or personal philosophy
- Not following a doctor's or therapist's medical treatment suggestions
- Your physical, developmental, intellectual, or emotional ability

This means when we assess your service needs and match you to programs you're eligible for, we will make decisions and provide care and services fairly and with respect.

These are some of the ways we do this:

1. We do not allow any speech, language, or behavior that is hateful or abusive for anyone who might come into our spaces. If you feel other clients or staff have mistreated you or made you feel bad or unsafe because of your identity, please let staff know right away.
2. If you are transgender, genderqueer or gender non-conforming in your identity or experience, you can choose whether or not to discuss this with staff or others. Your gender self-identity will be respected, regardless of whether you express that identity in a way others might expect. It won't matter whether you have chosen medical interventions, or changed your gender marker on your IDs. What matters is how you identify. Staff will use your chosen name and pronouns and protect your privacy. You can work with staff to decide what is safest for you in gendered spaces.
3. We don't need to know your immigration, refugee or citizenship status. We will not work together with ICE or any other law enforcement people, or even let them know we are serving you, unless they present an arrest warrant that is signed by a judge and names you.
4. We have these things to help you communicate with us if you need them:
 - a. TDD/TTY access
 - b. Picture communication cards
 - c. Large print forms and policies
 - d. Language translation service
5. If you find it hard to read or write, staff will read forms and other written things to you, or help you write on forms. We try hard to make our forms and writing easy to read and understand.
6. If you have mobility difficulties, staff will help you decide which buildings are most accessible for you. We will send an Outreach worker as soon as possible to a mutually agreed upon location if needed.

7. Your family is your family, no matter what the ages and genders of the family members are. It's up to you to tell us who's in it, and you can stay together in the same program regardless if you're legally married, and no matter what your sexual or romantic orientation is, as long as space and housing stock make it possible to accommodate you safely.
8. You can have whatever religion or personal philosophy you want, and we don't expect you to go along with any religious activity while you're with us.
9. We really value diversity and want you to be feel safe expressing and celebrating your own culture!
10. Our programs might have rules that you can't drink alcohol or use illegal drugs on their sites, but as long as you are behaving respectfully and being safe, it's your business about what you use off site and whether or not you are intoxicated when you come to us. We do not do drug testing or keep people out because of drinking or using outside program spaces.
11. You don't need to tell us if you have HIV or AIDS, but if you do, we will protect your privacy, and it might help us find you housing faster.
12. If you feel you have been excluded or discriminated against because of your identity as listed above, you can file a complaint with the Entry Point Lead Team. The complaint process is below.
13. We hold everyone accountable to the same standards of inclusion and non-discrimination and anticipate that you will extend the same inclusive and non-discriminatory attitudes and behaviors toward other clients. Entry Point and agency program staff and program volunteers.

Discrimination Complaint Process:

Step 1: As soon as possible after the discrimination happens, contact the Entry Point Lead Team by filling out and emailing the Entry Point Discrimination Complaint Form. Your worker will get you the form, and help you get the completed form to the Entry Point Lead Team.

Step 2: The Entry Point Lead Team will take up to 30 days to investigate your complaint by reviewing documents and talking to people who might know about the complaint. They will make a decision, and then will communicate the decision to you and others in 30 days after that. If the Entry Point Lead Team feels your complaint is about the services of your agency rather than the process of Entry Point assessment, matching and referral, or if it is about discrimination between clients, they will direct the complaint to the specific agency's grievance process.

Step 3: If the Entry Point Lead Team determines that discrimination happened at some point in the Entry Point assessment, matching, or referral process, they will work to make sure the problem is corrected so that it will not happen again. They will also work with you to decide how to put things right for you.

Step 4: If you feel the Entry Point Lead Team made the wrong decision, you may appeal your complaint with the Entry Point Committee within 30 days. The Committee will meet within a month and will let you know their decision as soon after that as possible. The Entry Point Committee's decision is final.

Discrimination complaints can also be directed to the Department of Housing and Urban Development: Chicago Regional Office.

Phone: (800) 765-9372

Website: https://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/online-complaint