



Client Agreement / Informed Consent

Overview of Services: The Mission of The Caring Place (TCP) is to “serve(s) the community as a welcoming and purposeful organization, responding to the basic human needs of people in Georgetown and rural Williamson County.” As resources are available, TCP provides limited financial assistance with rent, mortgage and/or utility; transportation; certain medical, dental and optical procedures; prescriptions; and temporary shelter. Additional supportive assistance includes clothing and household items, food programs, and short-term case management. TCP’s service area includes Georgetown and northern Williamson County (Andice, Bartlett, Florence, Granger, Jarrell, Jonah, Schwertner, Walburg, Weir and the Hutto area within the Georgetown Independent School District.)

Service Delivery: Assistance is provided on a walk-in, first come, first served basis. Assistance is determined on a case-by-case basis based upon verification of financial crisis, proof of residency, proof of identify for all household members, and proof of household income. For Food Pantry assistance-only, families complete an application noting the address within TCP’s service area, number of household members and household income. All assistance is based upon the availability of funds or goods available. The Caring Place cannot guarantee assistance.

Confidentiality: Interactions with staff or volunteers of The Caring Place, including all documents related to financial assistance and your records are confidential. You may request in writing that the staff release or obtain specific information about your assistance to persons you designate.

EXCEPTIONS TO CONFIDENTIALITY:

- TCP staff and volunteers work as a team, consulting with other staff to provide the best possible support. These consultations are for professional and training purposes.
- If there is evidence of clear and imminent danger of harm to self and/or others, staff and volunteers are legally required to report this information to the authorities responsible for ensuring safety.
- Staff who learn of, or strongly suspect, physical or sexual abuse or neglect of a minor, an elderly or disabled person will report this information to state protection services.
- A court order, issued by a judge, may require the TCP staff to release information contained in records and/or require staff to testify in a court hearing.
- You are protected under the provisions of the Federal Health Insurance Portability and Accountability Act (HIPAA), which insures the confidentiality of all electronic information about you. To best support your privacy, TCP does not accept nor participate in electronic communication regarding your file. In instances where this is unavoidable, it is necessary to understand that email is not completely confidential. All emails are retained in the logs of the internet service provider. While under normal circumstances no one looks at these logs, they are, in theory, available to be read by the system administrator(s) of the internet service provider.

Termination: Services through The Caring Place are voluntary. Both you and TCP reserve the right to terminate services at any time, for any reason. Any misuse of TCP assistance or property may result in immediate and permanent termination from all services.



Grievance/Complaint: You have the right to file a confidential grievance if you have an unresolved concern regarding your experience, or any issue involving a representative of The Caring Place. Grievances should be in written form and addressed to: Programs and Services Director, The Caring Place, P. O. Box 1215, Georgetown, Texas 78626-7740. You will be provided a written response within seven business days.

Emergency/After-Hours: If you have a life-threatening crisis, please call 9-1-1.

I have read, understood, agree, and consent to the conditions of service stated in this agreement.

(Sign on completed Intake Form)