

# STATE OF COLORADO



**Colorado Department of Human Services**

*people who help people*

**OFFICE OF SELF SUFFICIENCY**  
Pauline Burton, Director

**DIVISION OF REFUGEE SERVICES**  
789 Sherman Street, Suite 440  
Denver, Colorado 80203  
Phone (303) 863-8211  
FAX (303) 863-0838  
[www.cdhs.state.co.us](http://www.cdhs.state.co.us)

Paul Stein  
Director



Bill Ritter, Jr.  
Governor

Karen L. Beye  
Executive Director

## ***WELCOME TO COLORADO***

### **You have the right:**

- To be treated with respect regardless of your race, religion, national origin, ethnic group, clan, political affiliation, legal status, age, gender, sexual orientation, disability, financial status or ability in English.
- To have an interpreter provided at your scheduled appointments for resettlement services, health screenings and clinic visits, and public benefits or low-income housing.
- To be informed of the laws in the United States, how those laws might be different than in your home country, and how violating those laws could result in your removal from the United States.
- To know what services you are eligible for, and why you are not eligible for other services.
- To know how all funds related to your case are allocated or spent.
- To receive case management and employability services throughout your five years of eligibility. Services will be matched to your independence and integration.
- To participate actively in developing and updating your resettlement and family self-sufficiency plans for as long as you need assistance, up to five years of eligibility.
- To be given referrals for services as needed, and assistance accessing those services if needed.
- To have all records kept confidential unless released by a signed consent or as required by law.
- To have access to your case file.
- To know who your case manager and employment specialists are and to be informed if those change.
- To receive a free public health screening and immunizations within the first 90 days from your date of arrival in the U.S., as well as appropriate health referrals and follow-up. Free immunization appointments are only available within the first 90 days of arrival to the U.S., unless you have other health insurance benefits that cover immunizations.
- You have the right to be informed about transportation options.
- To be paid CARES cash assistance and be informed of all policies controlling those payments. To receive an early employment incentive, if within 3 months of your arrival in the U.S. if you have secured employment that would make you ineligible for CARES cash assistance.
- To file a grievance in accordance with established policy in the event services are not rendered in a satisfactory manner.
- To complain about services or providers without fear of retaliation.
- To conciliation before your CARES cash assistance funds are reduced or terminated for failure to satisfactorily participate in your self-sufficiency plan. Employability and case management services would also be terminated with the exception of case management services for significant health or mental health issues, which would not be affected.
- To appeal decisions that adversely affects receipt of benefits.

**You have the responsibility:**

- To treat others with respect. In the U.S. people are expected to speak in calm, polite and moderate voices. Shouting, excessive gesturing and threats are inappropriate and will not be tolerated.
- To obey the laws of the United States, and to ask questions about any explanation of those laws that you do not understand.
- To keep the resettlement agency informed of changes that relate to your address, phone number, family composition, employment and household income.
- To register with only one resettlement agency for services, and to repay any cash assistance you receive from duplicate agencies.
- To make appointments with your resettlement agency and other providers. If you go to the agency or provider’s office without an appointment or after your scheduled appointment, you may not be assisted.
- To cooperate with resettlement agency staff and service providers.
- To attend all appointments, orientation sessions, clinic and doctors appointments on time. In the U.S. time is a very important concept. It is better to be early than late.
- To work hard and to the best of your ability towards self-sufficiency.
- To comply with your family self-sufficiency and employment service plans.
- To attend all required orientation sessions, appointments, and training sessions, if referred.
- To repay any overpayments of CARES cash assistance.
- To learn the public transportation system.
- To tell your resettlement agency if you have any problems or concerns about your services.

I have read and understand the above rights and responsibilities and consent to receive services.

Name (print): \_\_\_\_\_

Client signature: \_\_\_\_\_

Date: \_\_\_\_\_

I have explained and discussed the above rights and responsibilities with the participant. If this form is not in the client’s language, and I am not fluent in that language, an interpreter has been used.

\_\_\_\_\_  
Refugee Resettlement Case Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Interpreter

\_\_\_\_\_  
Date