

# Rights and responsibilities

People who use CFSS have rights that their support workers, providers, lead agency staff and DHS must respect/protect. For more information, go to [CFSS Policy Manual — Person's rights and responsibilities in CFSS](#).

## Your rights

You have a right to lead agency staff and providers who fulfill all of their responsibilities listed in this document. Those rights include:

### Making choices

People who use CFSS have the right to:

- Enter into written agreement with provider that describes the roles/responsibilities of each party.
- Choose or change service options (with exceptions).
- Choose providers.
- Participate in service delivery plan development.
- Participate in choice of support workers.

### Information

People who use CFSS have a right to information on:

- Rights and responsibilities.
- Service and provider options.
- How to file complaints with your providers without fear of retaliation.
- Contact information for the ombudsman office.

### Notice

People who use CFSS have a right to:

- Receive information from the lead agency or DHS at least 10 days before a reduction, termination or denial of their services begins.
- Receive timely notices of the provider discontinuing services (minimum 30 days notice).

### Appeal

People who use CFSS have a right to appeal:

- The results of your assessment.
- Denial of your service delivery plan.
- Revocation by DHS or the lead agency of the CFSS budget model.

### Safety and dignity

People who use CFSS have a right to:

- Privacy and freedom from maltreatment.

## Your responsibilities

### All people who use CFSS

If you use CFSS services, you (or participant's representative) are responsible to:

- Orient your support workers to your needs/preferences.
- Direct your support workers as they carry out services.
- Track services and goods provided.
- Verify records of support workers' time spent delivering covered services are accurate.
- Report any problems with the quality of the services delivered by the support worker to the applicable provider, case manager, or care coordinator.
- Notify the provider agency or FMS of changes affecting the service delivery plan, such as your place of residence or hospitalization.
- Participate in the evaluation of services and support workers (agency model) or evaluate services and support workers (budget model).

### People who use the CFSS budget model

People using the budget model (or participant's representative) are additionally responsible to:

- Use an FMS provider enrolled and contracted with the Department of Human Services.
- Comply with the policies and procedures of the FMS you choose, including the timing of changing FMS providers.
- Recruit and hire your support workers.
- Train your support workers.
- Verify and document that support workers are competent
- Schedule your support workers' shifts.
- Evaluate any support worker within 30 days of hiring them or when you change your service delivery plan.
- Fire your support workers, if necessary.
- Comply with local, state and federal employment laws.
- Comply with the terms of the Service Employees International Union Healthcare Minnesota collective bargaining agreement.
- Notify the FMS of any changes in the employment status of a support worker.

## Lead agency responsibilities

The lead agency is responsible to:

- Conduct the assessment.
- Give you a list of consultation services providers.
- Give you a notice of action and copy of your appeal rights if denying, reducing or terminated services.
- Continue your services during an appeal of a reduction or termination.

## Consultation services responsibilities

Consultation services must provide you with:

- Their policies and procedures.
- Information on how to file a complaint.
- Contact information for the ombudsman office.

### Information

Consultation services is responsible to provide you with the information needed to make service choices, including:

- Person-centered planning.
- Differences between the models.
- Risks and responsibilities of both models.
- How to find a list of all provider agencies and/or FMS providers.
- How to make changes.

### Ethics

Consultation services must:

- Not attempt to influence your choice of model.
- Not attempt to influence your choice of provider(s).
- Protect your right to privacy.
- Protect your right to freedom from maltreatment.
- Not limit how many times you change or update your service delivery plan.

## FMS provider responsibilities

The FMS provider must provide the person with:

- A statement on how much the services cost, and under what circumstances the person might be responsible for any costs
- How to file a complaint.
- Contact information for the ombudsman office.

The FMS provider is responsible to ensure the person is able to:

- Change providers by participating in a coordinated transfer of services.
- Access records the FMS keeps on them.
- File a complaint without fear of retaliation.

## Provider agency responsibilities

### Documentation

The provider agency is responsible to ensure you know and understand your rights by:

- Entering into written agreement with the person that describes the roles and responsibilities of each party.
- Providing you with a copy of your rights within five days of the start of services.
- Providing you with a copy of your rights in alternative formats or language (when needed) for you to understand your rights.
- Documenting that you received a copy of your rights.

### Procedure

The provider agency must provide you with:

- Contact information for the ombudsman office.
- The agency's policies and procedures.
- A statement on how much the services cost and when you might be responsible for costs.
- Any limitations on services the agency provides.
- How to file a complaint.
- The agency's ability to meet the needs identified in your service delivery plan.

### Support workers

The provider agency is responsible to ensure:

- Your support workers are competent to provide the services you need.
- Your preferences for support workers are documented.
- You have information about the proposed frequency and schedule of your staff
- Your support workers meet your preferences for workers when possible.

### Your participation

The provider agency is responsible to ensure you can:

- Participate in and approve of service evaluation.
- Make an informed choice to refuse or terminate services.
- Change providers by participating in a coordinated transfer of services.
- Access records the agency keeps on them.
- File a complaint without fear of retaliation.

## Additional information

- [Notice of Privacy Practices, DHS-3979 \(PDF\)](#)
- [Your Appeal Rights, DHS-1941 \(PDF\)](#)
- [Appeal to State Agency, DHS-0033 \(PDF\)](#)
- [Vulnerable adults act \(Minn. Stat. §626.557\).](#)

**NO ENGLISH**



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انتباه. إذا احتجت الى مساعدة مجانية في ترجمة هذه الوثيقة، اتصل بالرقم الموجود في المربع أعلاه. Arabic

মেনাযোগ দিন। যিদ আপিন বিনামূলেয এই নিখটিৰ বযাযাৰ জেনয সহায় চান তাহেল উপেরাকত বাকেস থাকা নমবরটিতে কল করুন। Bengali

သတိပြုရန်။ ဤစာတမ်းကို ဘာသာပြန်ဆိုင်ရန်အတွက် အခမဲ့အကူအညီ လိုအပ်ပါက၊ အထက်ဖော်ပြပါ အကွက်ရှိ နံပါတ်ကို ခေါ်ဆိုပါ။ Burmese

ការយកចិត្តទុកដាក់។ ប្រសិនបើអ្នកត្រូវការជំនួយឥតគិតថ្លៃ ឬ ការបកស្រាយឯកសារនេះ សូមហៅទូរសព្ទទៅលេខក្នុងប្រអប់ខាងលើ។ Cambodian

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wán. héčínhan niyé wáchíngyAn wayúiyeska ki de wówapi sutá, ečíyA kin wóiyawa ed ophíye wanj. Dakota

Paunawa. Kung kailangan mo ng libreng tulong sa pag-unawa sa kahulugan ng dokumentong ito, tawagan ang numero sa kahon sa itaas. Filipino (Tagalog)

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સાવધાન. જો તમને આ દસ્તાવેજને સમજવા માટે નિ:શુલ્ક મદદની જરૂર હોય, તો ઉપરના બોક્સ પૈકીના નંબર પર કોલ કરો. Gujarati

ध्यान दें। यदि आपको इस दस्तावेज़ की व्याख्या में निशुल्क सहायता की आवश्यकता है, तो ऊपर बॉक्स में दिए गए नंबर पर कॉल करें। Hindi

**NO ENGLISH**



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Lus Ceeb Toom. Yog tias koj xav tau kev pab txhais lus dawb ntawm cov ntaub ntawv no, ces hu rau tus nab npawb xov tooj nyob hauv lub npov plaub fab saum toj no. Hmong

ဟ်သုဉ်ဟ်သး. နမ့ၢ်လိဉ်ဘဉ် တၢ်မၤစၢၤကလီၤလၢ ကကိၣ်းထံလံာ်တီလံာ်မိတဖဉ်အယိ, ကိးနီဉ်ဂံၢ်လၢ အအိဉ်ဖဲတၢ်လွံၢ်နၢဉ် လၢတၢ်ဖိခိဉ်အပူၤတက့ၢ်. Karen

이 문서의 내용을 이해하는 데 도움이 필요하시면 위에 있는 전화번호로 연락해 무료 통역 서비스를 받으실 수 있습니다. Korean

تکایه سهرنج بده. ئەگەر بۆ وەرگێڕانی ئەبەهل گەننامیە پێویستت بە یارمەتی بێ بەرامبەرە، ئەوا پەڕێ هندی بەو ژمارەیهوه بکە که له بۆکسهکهی سهرهوه دایه. Kurdish Sorani

Baldarî. Ger ji bo wergerandina vê belgeyê hewcedariya we bi alîkariya belaş hebe, ji kerema xwe bi hejmara li qutiya jorîn re telefon bikin. Kurdish Kurmanji

Hoǎpín. Tóhán wanǎží thí wíyukčanpi kin yuhá níyunspe hécha čhéya, lé tkíčhun kin k'é nánpa opáwinyan. Lakota

ເອົາໃຈໃສ່. ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອພຣີໃນການຕີຄວາມເອກະສານນີ້, ໃຫ້ໃບຫາເປີທີ່ຢູ່ໃນບ່ອງຂ້າງເທິງ. Lao

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Mandarin (Simplified Chinese)

Pälε rɔ piny: Mi gööri luäk lɔrä ke luɔc kä memε, yɔtni nämbär εmɔ tää nhial guäth εmε. Nuer

Mah Biz'sin'dan.

Keesh'pin nan'deh'dam'mun chi'wee'chi'goo'yan chi'nis'too'ta'man oo'weh ooshii'be'kan.

Ishi'kidoon ah'kin'das'soon ka'ooshi'bee'kadehk ish'peh'mik ka'shi ka'ka'kak. Ojibwe

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Pažnja. Ukoliko vam je potrebna besplatna pomoć u tumačenju ovog dokumenta, pozovite broj naveden u kvadratu iznad. Serbian

Fiiro gaar ah. Haddii aad u baahan tahay caawimo bilaash si laguugu turjumo dukumiintigan, wac lambarka ku jira sanduuqa sare. Somali

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Zingatia. Iwapo unahitaji msaada usio na malipo wa kutafsiri hati hii, piga simu kwa namba iliyo kwenye kisanduku hapo juu. Swahili

ልቢ ቢሉ፡ ነዚ ሰነድ ንምትርጓም ነፃ ሓገዝ እንተ ደልዮም፣ ቦቲ ኣብ ላዕሊ ኣብ ውሽጢ ሰደጃ ተቐጥጢ ዘሎ ቁጽሪ ይደውሉ። Tigrinya

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Ukrainian

Xin lưu ý: Hãy liên hệ theo số điện thoại trong ô trên nếu bạn cần bất kỳ sự hỗ trợ miễn phí nào để hiểu rõ về tài liệu này. Vietnamese

Àkíyèsí. Tí o bá nílò ìrànlowọ pẹ̀lú tí tú mọ̀ àkọ̀ọ̀lẹ̀ yìí, pe nọmbà tó wà nínú àpótí tí wà ló kẹ̀. Yoruba

LB (7-24)



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