AH MONROE

CLIENT HANDBOOK

SERVING THE FLORIDA KEYS

2023

HEALTH + HOUSING

(305) 296-6196
1434 Kennedy Dr.
Key West, FL 33040

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INTRODUCTION

Welcome to A.H. of Monroe County, Inc.

Established in March of 1986, as AIDS Help Inc. a non-profit AIDS Service Organization providing case-managed health care, housing, food programs, counseling, clinical and other supportive and volunteer services for people living with HIV/AIDS in the Florida Keys.

In 2009 AIDS Help Inc. modified its name to A.H. of Monroe County Inc., which currently operates within two missions:

1. AIDS/HIV Help of Monroe County
   Principal purpose: Treatment, Prevention, Housing Assistance, and Research for people living with HIV/AIDS, including education and outreach to keep our community adherent to HIV medications, aware of prescribed prevention like PrEP, the practice of safer sex, HIV testing, and Linkage to Care. Our goal is a community free of HIV, which can only be attained by remembering and reflecting…and renewing the vow to find a vaccine…a cure.
2. Affordable Housing of Monroe County
   Principal purpose: Housing is Care! No one wants to be defined by a label – that means Housing/Consumer Services for all. All our properties are open to people living with HIV/AIDS, Homeless Veterans, Elderly, Low-Income Households, as well as people living with assorted disabilities.

Health and Housing. It's what we do!

The Agency provides Affordable Healthcare through linkage to services, including our established community partnerships with other providers, community members and stakeholders to ensure services are appropriate to the needs of our consumers and work endlessly to provide education and resources to meet expectations.

HIV care is always changing. The Agency too must also change to address the delivery and efficacy of services within all programs, including stigma. We believe that all consumers should be empowered and encouraged to take responsibility for their own healthcare and to understand that as consumers they must assume an active role in the eligibility and assessment process.

This handbook was created through a collaborative effort between the Consumer Advisory Committee and Client Services Department of A.H. of Monroe County, Inc to introduce the services available at the Agency's office(s). Consumer Services are available to strengthen the involvement of individuals living with HIV, as well as individuals living on one of the Agency's properties in the planning, delivery, and assessment of all Agency services provided in Monroe County.

Department of Client Services

The Client Services department of A.H. of Monroe County, Inc. strives to ensure that individuals living with HIV, as well as all tenants living within Affordable Housing of Monroe County, are provided with health services, support, and the resources needed to maintain a healthy lifestyle.

The Department of Client Services offers Case Management, RN- Intensive Case Management, and Housing Case Management to assist with locating, coordinating, advocating and referring to medical, housing, and psychosocial services based on assessed needs. All Case Management programs, Linkage to Services, and Housing Resource Identification Services are provided free of charge in cooperation with the Florida Department of Health's Ryan White Part B Program, and Monroe County's Human Services Advisory Board.

Consumer Advisory Committee (CAC)

The Consumer Advisory Committee is composed of interested consumers of AIDS/HIV Help of Monroe County and Affordable Housing of Monroe County. The main purpose of CAC is to provide an open discussion forum to increase awareness of the programs the Agency provides, improve the understanding of consumer services and provide input towards the goals, policies, procedures and programs of A.H. of Monroe County, Inc.

The Consumer Advisory Committee serves as advisors to the Executive Director of the Agency. The committee is to be solely seen as a communication link between consumers and the Agency that assist with improvement of services and recommendations, to improve the efficiency and effectiveness of the Agency.

CAC is not a grievance committee. Grievances should follow the grievance procedure outlined in the 'Consumer Information; Grievance' portion of this handbook.

Members of CAC are as diverse as the consumers and community we serve to effectively represent everyone. CAC always is actively seeking motivated and enthusiastic consumers and/or advocates with an interest in A.H. of Monroe County, Inc services to join the Consumer Advisory Committee. More information on how to become involved is available in the Volunteer section of this handbook.

Community Planning Partnership Committee

The mission and purpose of the Florida Keys HIV Community Planning Partnership (FKHCPP) is to develop comprehensive plans for HIV services in Monroe County. These services are to include prevention, early intervention, patient care and quality management through an open and inclusive community planning process that emphasizes delivery of culturally competent and effective services to all clients and communities infected with or affected by HIV.

Membership in the FKHCPP is open and encouraged to all interested parties, with emphasis on participation by those infected with or affected by HIV.

Consumer Liaison

The consumer liaison participates and represents consumers in ongoing discussions on how the programs and services that are offered through the agency and its community partners can better serve the needs and interests of the consumers. The consumer liaison also has a responsibility to stay current on local, state, and national issues related to HIV and other chronic diseases. The liaison is available to all consumers who feel the need to communicate an issue, problem, complaint, and/or suggestion to the agency and its community partners.

Staff Contacts

Function	Staff
Executive Director	E. Scott Pridgen
Deputy Director	Esneider Gomez
Director of Client Services	Michelle Norwood
Director of Development	Lauren Cuviello
Director of Finance	Mark Tischler
Director of A.H. Housing Services	John Guy
Accountant	Niki Lanier
HIV Linkage to Care	Jon Baird and Randy Gettel
RN-Intensive Case Management	Joan Higgs and Margie Cooper
Medical Case Managers	Jon Baird Jennifer Farramola Randy Gettel Jason Hatch
Housing Case Manager	Giselda Liotta
Consumer Liaison	Stephen Aube

All staff can be contacted through the Agency's main phone number - **(305) 296-6196**.

Case Management Staff can be contacted directly at our central office at 1434 Kennedy Drive, Key West, FL 33040. Housing Case Management Staff can be contacted directly at 1341 McCarthy Lane (Poinciana Royale).

Appointments are preferred.

Consumer Worksheet

My Medical Case Manager (MCM) is _____

Their direct contact information is:

Phone: _____

Email: _____

My RN-Intensive Case Manager (ICM) is _____

Their direct contact information is:

Phone: _____

Email: _____

My Primary Doctor is _____

Their direct contact information is:

Phone: _____

Email: _____

My Ryan White Eligibility Renewal is on _____

with _____ at _____*(time)*

My A.H. of Monroe re-assessment appointment is on _____ at _____*(time)*

Confidentiality and Privacy

All services of A.H. of Monroe County, Inc. are confidential and private.

A person's health status is confidential information and is protected by state and federal laws in accordance with the Health Insurance Portability and Accountability Act (HIPAA). Our agency also has specific and clear personnel policies to protect the privacy and confidentiality of all our consumers, files, and information.

A.H. of Monroe County, Inc. uses a 'Care Team Approach' to provide for consumer services. Your personal information may be discussed on a need-to-know basis with members of your Care Team in order to provide you the best care possible. Information that may be discussed includes all areas covered in the assessment process, i.e.; Behavioral Health, Housing, lab results, and any other pertinent medical information. Your Care Team may include: Medical Case Management (MCM), Intensive Case Management (ICM/RNs), Housing Case Management, Pharmacy, and any other professionals directly involved in your care. By agreeing to be a consumer of A.H. of Monroe County, Inc. you are in understanding of this confidential Care Team Approach practice.

Our goal is to provide consumers with privacy without disrupting their care. As a consumer, for further discretion, you can request that we communicate with you by alternative means such as phone, email, text, in person, and mail. A.H. of Monroe County, Inc staff will accommodate such requests and utilize discretion if needed when communicating.

Data Collection

A.H. of Monroe County, Inc. reserves the right to collect health information to be used for data tracking and reporting purposes. No personally identifiable information will be collected for these reasons, only aggregate data is to be used. ClientTrack is the Agency's software program used for collection. All tracking and reporting efforts are strictly used for the adherence, maintenance, and application to funding sources that the nonprofit Agency provides services based on. By agreeing to be a consumer of A.H. you are in understanding of this confidential data collection practice.

Consumer Eligibility

Eligibility for A.H. of Monroe County, Inc Services

All persons living in Monroe County with a documented HIV diagnosis are eligible for services provided by the agency. All consumers are eligible, regardless of income, for the following services:

- Case Management
- Information
- Referrals
- Determination of and advocacy for eligibility of federal, state, county, and local assistance programs
- Health Education
- Volunteer Services

Eligibility for Financial Assistance

Care and prevention services offered by the agency are funded through federal, state, foundations, and local grant programs. These funding sources have eligibility criteria that differ from program to program according to your income, and/or the income of your household. A.H. of Monroe County, Inc services are divided by core services and emergency assistance services and are determined by Federal Poverty Level (FPL), disposable income, and verifiable need. Generally, the following requirements must be met before a consumer is eligible for financial assistance:

1. Applicant must show proof of identity (i.e. Social Security Card, Photo I.D, Birth Certificate) and have current proof of Monroe County residency; *some programs may require 6 months to a year of residency.*
2. Applicant must have a medically verified diagnosis of HIV.
3. Applicant must sign and comply with all funding agency requirements.
4. Applicant or active consumer must update all income information as their financial situation changes.

For ***emergency assistance services*** applicant must provide documents that show proof of income and expenses (i.e. Bank Statements, Utility Bills, and/or Credit Card Payments).

Client Services Eligibility

Services	*A*	*B*	*C*	*D*	*E*
Medical Case Management	X	X	X	X	X
Food Voucher	X	X			
Bus Pass	X				
HIV Copayment Assistance	X	X	X	X	
Emergency Assistance	X	X	X	X	

Federal Poverty Level Guidelines

(Based on Household Size)

	0% - 150%	151% - 200%	201% - 300%	301% - 400%
1	$0 - $18,090	$18,091 - $24,120	$24,121 - $36,180	$36,181 - $48,240
2	$0 - $24,360	$24,361 - $32,480	$32,481 - $48,720	$48,721 - $64,960
3	$0 - $30,630	$30,631 - $40,840	$40,841 - $61,260	$61,261 - $81,680
4	$0 - $36,900	$36,901 - $49,200	$49,201 - $73,800	$73,801 - $98,400

Level Key

A	B	C	D	E
0-150% FPL w/o subsidy	151-200% FPL w/o subsidy	201-300% FPL w/o subsidy	301-400% FPL w/o subsidy	400+% FPL
OR 151-200% FPL w/ disability	**OR** 201-300% FPL w/ disability	**OR** 1-150% FPL w/ subsidy	**OR** 151-200% FPL w/ subsidy	
		OR 301-400% FPL w/ disability	**OR** 201-300% FPL w/ subsidy	

Consumer Responsibilities

Consumers have the ***RESPONSIBILITY*** to:

1. Honestly, and promptly, communicate with your Case Manager of any changes in your medical, financial, and/or living situation
2. Treat AHI staff, volunteers, and neighbors with respect, honesty, and courtesy. Use of abusive language, violence or the threat of violence may lead to your dismissal or to law enforcement action.
3. Actively participate in all areas of your care and treatment (attending medical appointments, lab appointments, maintaining ADAP eligibility and Ryan White eligibility, and attending case management appointments/re-assessments) to reach viral suppression.
4. Arrive on time for appointments and/or inform Case Manager in a timely manner if you are unable to attend a scheduled appointment.
5. Notify Case manager if you wish to stop receiving services.
6. File an application for Section 8 Housing Voucher and Public Housing with the appropriate housing authority in Monroe County, *for eligible housing assistance applicants.*
7. Submit a copy of a current lease or shelter verification form **annually** when receiving rental assistance.

Consumer Rights

Consumers have the ***RIGHT*** to:

1. Be treated with consideration and respect for personal dignity, autonomy and privacy; to include freedom from any type or form of abuse, exploitation, retaliation, humiliation and neglect.
2. Be fully informed of all services available through the agency and the methods by which these services are implemented and delivered.
3. Participate fully in the development and approval of their proposed plan of care.
4. Confidentiality and privacy of all personally identifying information within case files. Case file information is regarded as confidential and shared only with authorized personnel on a "need to know basis". Only data (without names or personal identifiers) is made available, if law requires.
5. Have A.H. of Monroe, Inc. act as an advocate on their behalf, if such service is deemed appropriate.
6. File and have their grievances heard and acted upon. A procedure for handling grievances has been established, and appears on the following pages.

Grievance Procedure

A *grievance* is an allegation that something imposes an illegal obligation or denies some legal right or causes injustice. Often, a grievance is filed when a rule or law is broken, and/or a right is violated.

A.H. of Monroe County, Inc understands that differences or disagreements may arise between consumers and staff or that a consumer may have a concern regarding the overall operations of the agency. It is the goal of the agency to handle all grievances professionally and work with the consumer for a timely resolution within the following steps:

- **Informal Hearing:** The consumer first discusses the grievance with their Case Manager. If the Case Manager is unable to resolve the issue, the consumer will meet with the Director of Client Services. The Director of Client Services must attempt to meet with the consumer on the same day, but in any case, within no more than three working days thereafter, to hear the grievance.
- **Formal Grievance:** If the Director of Client Services is unable to resolve the grievance, the consumer will then file a formal written *Grievance Form.* The form can be found in appendix 1 of the handbook and is to be filled out in detail, stating the nature of the grievance and the resolution the consumer is seeking. Consumers are encouraged to seek the assistance of the consumer liaison or of a third party in helping them complete the form. Once complete the form should be delivered to the Executive Director or Deputy Director. The form will be reviewed within two working days, and if necessary, a hearing with the consumer will be scheduled and take place within five working days.
- **Grievance Hearing:** If necessary, a grievance hearing will be held at the agency on a date and time mutually agreeable to the parties. The consumer may bring a witness, consumer liaison, and/or present verbal and written material on their behalf. The Executive Director will render a decision as soon as possible, but in any case, within no more than five working days after the hearing. *In the case of **medical emergencies,** the Executive Director will render a decision as soon as possible to ensure the health and general well-being of the consumer.*
- **Appeal Hearing:** The consumer may appeal the decision of the Executive director, by requesting an appeal hearing with the President of A.H. of Monroe, Inc. The decision of the president will be delivered in writing to the consumer within two working days after the appeal hearing.

Staying Healthy

Maintaining good health doesn't happen by accident. It requires work, smart lifestyle choices, and the occasional checkup and test. Attending health education discussions, exercising, and eating better are some lifestyle choices we can make to support our health.
Here at A.H. of Monroe County, Inc health is what we do. We encourage you to stay healthy and support you every step of the way!

Staying Healthy Programs Available

Fitness & Nutrition

Poinciana Gym (3rd Floor)
1341 McCarthy Lane
Key West, FL 33040

Group Fitness Classes
Location: Poinciana Gym

Paradise Fitness (AHI Gym Program)
1706 N. Roosevelt Blvd
Key West, FL 33040

Food Matters
Poinciana Kitchen
1341 McCarthy Lane
Key West, FL 33040

Health Education Seminars

Community partners offer free health and wellness seminars to consumers. The goal is to reach out to the community and educate them on healthy topics that may help them make positive changes to benefit their overall health. (Frequent Presenters: ViiV Pharmaceutical and Dr. Jackson)

For more information, locations, and times please contact your Case Manager.

Know your Health Insurance Coverage

Health insurance is one of the most important investments we ever make. Illnesses, injuries, and other medical setbacks can be expensive if hospital visits, surgery, or other serious measures are required; maintaining and understanding our health coverage is the only way to ensure we aren't stuck covering these emergency medical costs out-of-pocket.

We know how difficult it is to understand how health insurance works but here are some tips to keep you informed on what to look for in your policy and know your coverage:

1. It's important to know who provides your coverage and where to go if you have questions. The following are the most common sources of health insurance: Employer Based, Marketplace, Individual Plans, Medicare and/or Medicaid.
2. Know what type of plan you have. There are a variety of plans available (i.e. HMO, PPO, Medicare, Medicaid) whether choosing an individual plan, market policy, or a workplace plan. Knowing the difference between the plans can help you understand your coverage.
3. Know what is covered by your health insurance plan and know the difference between in-network costs and out -of- network costs.
4. Know that you can make changes to your plan to better fit your needs. You can compare plans at any time, however, keep in mind that you can only enroll in a different plan two ways: (1) during open enrollment period or, (2) during a special enrollment period because of a qualifying event.

Common terms that can be confusing

Health insurance policies are written in legal language and fill medical terms, making it difficult to read and understand. Here are a few terms explained:

Term	Explanation
Premium	The premium is the amount you or your employer pay for health insurance coverage every month. If you are enrolled in your employer's health insurance plan, your premium is deducted pre-tax from your paycheck.
Deductible	This is the amount of medical costs that you must pay before your insurance will kick-in. Co-payments amounts and coinsurance percentages do not count toward the deductible.
Coinsurance	This is the percent of medical costs for which you are responsible for covered services.
Co-pay	This is the dollar amount that you pay for office visits and prescriptions. Urgent care and emergency room visits usually have a more expensive cost.
Maximum out-of-pocket	This is the most you will be required to pay out of pocket ,annually, for in-network expenses. This includes your deductible, co-pays and coinsurance payments
Formulary/Preferred drug list	It is a list of prescription drugs that are covered by your health insurance plan. You should verify all drugs you take are on the list, otherwise they may not be covered.

If you have difficulty understanding your policy reach out to your Case Manager or Insurance Provider for more information and assistance.

Health Coverage Worksheet

1. What type of insurance coverage do you have?

Type of Plan	Name of Carrier or Plan (i.e. Florida Blue)
☐ Employer-based or union Group coverage (i.e. Aetna Open Access)	
☐ Patient's own INDIVIDUAL coverage	
☐ Markeplace Plans (i.e. ADAP)	
☐ Medicare (Part A/B and/or Part D)	
☐ Medicaid	
☐ Tri-Care	
☐ Veteran's Health Administration	
☐ Other (i.e. Student, Church, state employee plan, Peace Corps)	
☐ Unsure/I don't know	

2. What prescriptions medications do you take? Which are covered by my insurance? If there is a co-pay cost, how much is it?

I take: Ex: Rhinocort	Does my insurance cover it?	How often do I get refills?	How much do I have to pay?

3. Do you have any co-payments for your doctor/hospital visits? If so, indicate how much they are?
   - ☐ Yes
   - ☐ No
   - ☐ I don't know

Doctor Visits	Co-payment
General/ Primary Doctor	
Specialist (i.e. OBGYN, Orthopedic)	
Urgent Care	
Hospital	

4. Do you have Dental Insurance?
   - ☐ Yes
   - ☐ No
   - ☐ I don't know
5. Does your insurance cover vision?
   - ☐ Yes
   - ☐ No
   - ☐ I don't know
6. Who is your dental and vision insurance carrier? _____

Volunteering

Volunteers are an integral part of A.H. of Monroe County, Inc and the community. They are an essential component of our success, working behind the scenes and directly with the community we serve, donors and the agency staff. We appreciate the time devoted to helping us make a difference in Monroe County and hope that you find some time to volunteer with us as we offer countless opportunities that are rewarding—and even fun!

A.H. of Monroe County Volunteer Programs

Fundraisers
Taste of Key West
The Royal Campaign
S.M.A.R.T Ride

Special Events
Key West Gay Pride
World AIDS Day

Agency Volunteering
Community Office Assistant
Condom Distribution
Holiday parties (Thanksgiving and Christmas Dinner)

Consumer Advisory Committee
CAC is a committee of individuals that serve as a communication link between consumers and the Agency. It seeks to represent the community we serve and make sure that the needs of this population are identified and addressed. The committee meets monthly with the Executive Director at Poinciana Royale Multi- Purpose Room.

Community Planning Partnership Committee
The Florida Keys HIV Community Planning Partnership (FKHCPP) goal is to develop comprehensive plans for HIV services in Monroe County.
Membership in the FKHCPP is open and encouraged to all interested parties, with emphasis on participation by those infected with or affected by HIV.

For more information on CAC or FKHCPP contact the Consumer Liaison.

For more information on volunteer opportunities please contact our Volunteer Coordinator.

Community Support Services and Resources

HIV Care /Primary Care

A.H. of Monroe County, Inc.
(Case Management)
Key West Office**:**
Gordon Rollins Center
1434 Kennedy Drive
Key West, FL 33040
Phone: 305.296.6196

Marathon Office:
1139 Overseas Highway
Marathon, FL 33050
Phone: 305.289.0055

A.H. Housing Services, LLC
(Poinciana Royale, HOPWA)
1341 McCarthy Lane
Key West, FL 33040
Phone: 305.293.8277

Monroe County Health Department
(MCHD)
1100 Simonton Street
Key West, FL 33040
Phone: 305.293.7500

Health Care Clinic
(The Gato Building)
1100 Simonton Street
Key West, FL 33040
Phone: 305.293.7500

HIV /STI Testing

A.H. of Monroe County, Inc.
Gordon Rollins Center
1434 Kennedy Drive
Key West, FL 33040
Call for appointments and testing sites:305.296.6196

Monroe County Health Department
(MCHD)
1100 Simonton Street
Key West, FL 33040
Phone: 305.293.7500

Womankind
1511 Truman Ave
Key West, FL 33040
Phone: 305.294.4004

Guidance Care Center
1205 4th Street
Key West, FL 33040
Phone: 305.434.7660

Mental Health Services

Guidance Care Center, Inc.
Key West Office:
1205 4th Street
Key West, FL 33040
Phone: 305.434.7660

Marathon Office:
3000 Ocean Terrace
Marathon, FL 33050
Phone: 305.434.7660

Lower Keys Medical Center
DePoo Hospital
1200 Kennedy Drive
Key West, FL 33040
Phone: 305.293.1249

Alcoholics Anonymous
Key West, FL 33040
Phone: 305.296.8654

Anchors Aweigh (AA) Clubhouse
404 Virginia St
Key West, FL 33040
Phone: 305.296.7888

State and Federal Offices

Department of Children and Families
Key West office:
1111 12th St
Key West, FL 33040
Phone: 305.292.6745

Marathon Office:
2796 Overseas Highway
Marathon, FL 33050
Phone: 305.289.2475

Tavernier Office:
175 Wrenn Street
Tavernier, FL
Phone: 1800.722.1213

Social Security Office
6812,301 Simonton St #110
Key West, FL 33040
Phone: 305.285.6010

Monroe County Veteran Affairs
Key West Office:
1200 Truman Ave
Key West, FL 33040
Phone: 305.295.5150

Housing Services

A.H. Housing Services, LLC
(Poinciana Royale)
1341 McCarthy Lane
Key West, FL 33040
Phone: 305.293.8277

Key West Housing Authority
Section 8 and Public Housing
1400 Kennedy Drive
Key West, FL 33040
Phone: 305.296.5621

Family Services

Wesley House Family Services
1304 Truman Ave
Key West, FL 33040
Phone: 305.809.5000

Samuel's House Women's Shelter
1614 Truesdell Ct
Key West, FL 33040
Phone: 305.296.0240

Shelters and Homeless Programs

Catholic Charities of the Miami Diocese
Emergency Shelter
2706 Flagler Ave #11
Key West, FL 33040
Phone: 305.292.9790

Southernmost Homeless Assistance League
KOTS
5537 College Rd
Key West, FL 33040
Phone: 305.292.2744

Florida Keys Outreach Coalition, Inc.
2221 Patterson Ave
Key West, FL 33040
Phone: 305.295.7580

Independence Cay
1669 Overseas Highway
Marathon, FL 33050
Phone: 305.743.3121

National Coalition for the Homeless
To find a shelter near you visit:
Website: www.nationalhomeless.org

Food Resources

SNAP (Supplemental Nutrition Assistance Program)
Apply online at: www.myflorida.com
Phone: 1866.762.2237

SOS Foundation Food Pantry
5640 Maloney Ave
Stock Island, FL 33040
Phone: 305.292.3013

Metropolitan Community Church
1215 Petronia St
Key West, FL 33040
Phone: 305.294.8912

Florida Keys Outreach Coalition, Inc.
2221 Patterson Ave
Key West, FL 33040
Phone: 305.295.7580

KAIR
3010 Overseas Highway
Marathon, FL 33050
Phone: 305.743.4582

Spiritual Guidance

Metropolitan Community Church
1215 Petronia Street
Key West, FL 33040
Phone: 305.294.8912

Unity of the Keys
(Spiritual Center)
1011 Virginia Street
Key West, FL 33040
Phone: 305.296.5888

Research and HIV Information Services

A.H. of Monroe County, Inc- Website
www.ahmonroe.org

A.H. Health- Social Media Sites
Facebook: A.H. Health
Twitter: @AHHealth_KW
Instagram: @ahhealth_keywest

Poinciana Royale
Library on 2nd Floor
1341 McCarthy Lane
Key West, FL 33040

Monroe County Library
Key West:
700 Fleming Street
Key West, FL 33040
Phone: 305.292.3595

Marathon:
3251 Overseas Highway
Marathon, FL 33050
Phone: 305.743.5156

Islamorada:
81830 Overseas Highway
Islamorada, FL 33036
Phone: 305.664.4645

Key Largo:
101485 Overseas Highway
Key Largo, FL 33037
Phone: 305.451.2396

APPENDICES

Grievance/Complaint Form

Today's Date: _____ Date of Incident: _____

Complainant's Name: _____

Address: _____

City/State/Zip: _____

Telephone: (Day) _____ (Evening) _____

Nature of Complaint: (Please describe in detail, including dates, names and locations. Use additional sheets if needed.)

_____

_____

_____

_____

_____

* * * * * For Use by A.H. of Monroe County, Inc. Only * * * * *

Date Received: _____ Received By: _____

Reviewed By: _____ Title: _____

Date Reviewed: _____

Action Taken:

_____

_____

[ ] Copy sent to Complainant? Date: _____ By: _____

A.H. of Monroe County, Inc.

Consumer Information Handbook Authorization

I have been given the A.H. Consumer Information Handbook. By signing this authorization, I acknowledge my rights and responsibilities as an A.H. Consumer.

_____

(Consumer Name)

_____ _____

(Consumer Signature) (Date)

_____ _____

(Witness Signature) (Date)