

# SD Coordinated Entry System (CES)

## Participant Rights



### As a participant in the CES, you have the right...

- To be treated with respect and compassion.
- To receive services free of discrimination on the basis of race, color, national origin, religion, sex, age, familial status, marital status, disability, sexual orientation or gender identity.
- To make choices about services and options available to you.
- To have information you share treated confidentially.
  - By giving verbal consent during your assessment you agree that your housing status and needs may be shared with agencies participating in the CES process.
- To file a complaint if you believe you've been treated unfairly.

### Here's what to expect next:

- Housing openings in CES are at times limited **so you should continue to search for housing options outside of the CES process.**
- CES seeks to connect people with supports to move toward permanent housing.
- The waitlist for CES is not a first come, first served basis. Households are prioritized based on the needs identified during the assessment process.
- When a housing opening that matches your needs becomes available you will be contacted directly by the agency.
- If you are working with an agency for case management please keep them updated on changes in your living situation and contact information.
- If you are not connected with a case manager for supports you can update your living status and contact information by calling the CES number at 1-800-664-1349.