



M A S O N I C
O U T R E A C H
S E R V I C E S

It's good to be home...

Masonic Senior Outreach Services (MSOS)

Client Handbook

Client Orientation Handbook

This handbook will help orient you to the financial support and case management services we offer. If you have questions or need further information please contact your care manager. The handbook provides information on the following topics:

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MISSION STATEMENT

In keeping with the tenets of Freemasonry, the Masonic Homes of California (MHC) will promote the quality of life by empowering our members, their families, and our communities to live well and achieve meaningful and rewarding lives. We will profoundly change the world for the better by providing cutting-edge solutions to the challenges faced by Masons, their families, and our communities.

WELCOME

As a recently approved recipient of MSOS financial support or case management services, a care manager (CM) will be assigned to you. Your CM will serve as your contact person while you are a client with MSOS. He or she will work closely with you to navigate age-related issues, facilitate and manage processes, provide resources, and answer questions amongst other tasks. Your CM will maintain consistent communication with you by phone and will visit regularly. However, you are responsible for your overall health and well-being and should immediately notify your CM if there are any changes in your financial, health, or emotional state.

Your CM is _____.

Direct Line _____

Email Address _____

Fax _____

CONFIDENTIALITY AND PRIVACY

MSOS endeavors to collect only the personal or confidential information that is necessary to administer the services provided to you. This may include personal information regarding your health or finances. During the process of obtaining this information, MSOS staff members will answer any questions you may have regarding the logic behind collecting such information and how it will be used or shared with third parties.

We will maintain the confidentiality of your personal information and will not share it with persons or entities outside of MSOS without your consent or authorization, except as needed to protect or promote your health. Documents are stored securely in our Northern and Southern California locations.

PROGRAM AGREEMENT

This agreement provides a clear outline of expectations that you must adhere to in order to remain eligible for the program. Violation of one or all of these agreements may lead to suspension from the program. You will be asked to sign a new 'Program Agreement' form when you are recertified each year. There are a total of 14 agreement items. Please read through each item carefully and consult your CM directly if you have questions.

AGREEMENT TO REPAY

If it is determined that you have assets at the time of your application, you will be asked to sign and notarize an ‘Agreement to Repay’ form. By signing this form you agree to repay MSOS when your assets have been liquidated. If you are able, repayment will be in full. If your assets are less than what MSOS has expended on your behalf, then you are only required to pay what you can. No interest is charged and you will only be assessed for a dollar amount equal to or less than the amount of support provided by MSOS.

Additionally, by signing the ‘Agreement to Repay’ form, you agree to allow MHC to take a security interest in the assets described in the form so that MHC may reimburse itself. The program will provide you with a monthly statement for your ongoing financial support that reflects the total balance owed.

EXAMPLES

If my home is my asset

If you are in the process of selling your home while receiving assistance from MSOS, we will simultaneously support your new residence and your previous residence for a limited period of time up to the budgeted amount. The goal is to sell your home quickly and on an “as-is” basis. If your home has not sold after two months, MSOS will require significant decreases in the selling price until your home is sold. If it becomes clear that your home may not sell due to its condition, poor economy, or any other reason, MSOS will consult with you and the MHC finance team to determine the next course of action.

Upon the sale of your home, the proceeds will be used to repay MSOS. If there are excess funds remaining after repayment and you continue to require assistance from MSOS, you will work with your CM to create an acceptable plan and budget to spend down your assets.

If my life insurance policy is my asset

If you have a life insurance policy you will be required to list MHC as the owner and/or beneficiary of the policy. MHC will pay the required premiums. If it is determined that the policy is worth less than the cost to maintain it, you will work with your CM to liquidate the policy. You will use any lump sum payments made to you to reimburse MSOS. If there are excess funds remaining after repayment, you will work with your CM to create an acceptable plan and budget to spend down your assets.

Other assets

If you have an asset that was not described above, please speak to your CM directly about liquidation and/or MSOS support options.

ACKNOWLEDGMENT OF RECEIPT

If it is determined that you do not have assets at the time of application or recertification, you will be asked to sign the 'Acknowledgment of Receipt' form. By signing this form you acknowledge the information indicated therein to be true and therefore will not be expected to repay MSOS for the support that is expended on your behalf. Should your financial standing change in the future, you are expected to communicate this update directly with your CM and a reassessment of your financial need will be completed.

YOUR BUDGET ON MSOS

Following a review of your monthly expenses at the time of application, a budget will be created for you at the time of application. As a needs-based program, we do not guarantee that we will be able to maintain your previous/current lifestyle. Your budget will include basic necessities such as rent, food, personal care costs, utilities, health-related expenses, and other similar items. Support for any additional items will be modest. This category of items is referenced below under **personal expense**.

Your stipend

After your budget is created, the total amount of your monthly expenses is subtracted from the amount of your monthly income to determine your stipend amount. For example:

Mrs. Smith's monthly budget:

| | |
|---------------------|-----------------------|
| Income: | Expenses: |
| Social Security | Rent |
| \$1000 | \$2,500 |
| Pension | Medications |
| \$500 | \$50 |
| | Personal expense |
| | \$75 |
| TOTAL INCOME | TOTAL EXPENSES |
| \$1,500 | \$2,625 |

\$2,625 (total monthly expenses) - \$1,500 (total monthly income) =

\$1,125.00 (MSOS stipend)

How will I receive my stipend?

When possible, MSOS pays stipends directly to vendors (e.g., apartment managers, assisted living facilities). In the above example, Mrs. Smith's facility will receive \$1,125 per month directly from MSOS.

Will I have to pay rent if MSOS is paying my rent directly?

Yes. Typically, the MSOS stipend amount is less than the total amount of rent due each month, leaving a balance owed. This rent balance will be your responsibility each month. In Mrs. Smith's case the rent balance after the facility receives \$1,125 from MSOS is \$1,375. This was determined by subtracting Mrs. Smith's monthly rent amount from the MSOS stipend:

\$2,500 (Monthly rent at facility) - \$1,125 (Monthly MSOS stipend) =

\$1,375 (MSOS client pays each month to facility)

How will I obtain the money to pay my rent each month?

You are expected to use your income to pay the balance of your rent along with the rest of your bills each month. This is made possible because MSOS paid a large portion of the rent, leaving a small balance for you to manage. For example:

| Income: | Expenses: |
|---------------------------------------|--------------------------------------------------|
| Social Security \$1000 | Rent \$1,375 **MSOS already paid \$1,125** |
| Pension \$500 | Medications \$50 |
| | Personal expense \$75 |
| TOTAL INCOME \$1,500 | TOTAL EXPENSES \$1,500 |

As shown above, Mrs. Smith's rent is \$1,375 (after MSOS paid \$1,125) + \$50 for medications + \$75 for personal expense = \$1,500 total expenses. As the income side of the budget indicates, Mrs. Smith brings in exactly \$1,500 per month. The MSOS budget is designed such that after MSOS support has been applied, Mrs. Smith is able to pay the remaining rent balance and the rest of her monthly bills using her own income.

What if I fail to pay my rent portion and/or other bills?

As an MSOS client, you and/or your Power of Attorney (POA) are responsible for managing your budget. If you mismanage your budget and fail to pay your rent portion and/or monthly bills and begin to incur debt, it will remain your financial responsibility and may result in suspension or termination from the program. MSOS is only responsible for your stipend each month and will not provide additional financial support to help

decrease such a debt. MSOS may offer you placement in a facility that will serve as a Representative Payee. A Representative Payee will become the recipient of your Social Security checks and will manage the money for you. If you do not select this option, and you have a pending eviction due to non-payment of rent, MSOS may suspend or terminate you from the program and refer you to Adult Protective Services for assistance.

What if my income increases? Does my MSOS stipend remain the same and does this mean more pocket money for me?

If your income increases for any reason (e.g., Social Security increase, VA benefits) please notify your CM immediately and your budget will be updated to reflect the new amount. This may result in a decrease in your MSOS stipend. MSOS is a program that is designed to *supplement* your income. If, at any time, you are able to bear more of the financial responsibility to pay for your monthly expenses, you are expected to do so.

What if I experience an *increase* in my monthly expenses?

Each line item in your budget reflects a three month average cost of that expense. By doing so, it enables you to manage minor fluctuations in costs that occur from time to time. If you are experiencing a consistent and substantial increase in one or more of your expenses please contact your CM immediately. He or she will review your bills and adjust your budget accordingly.

What if I experience a *decrease* in my monthly expenses?

It is your responsibility to report any increases in your expenses. Therefore, you are required to report consistent decreases to your CM as well. MSOS is a charitable program that only provides support for what is necessary. By reporting decreases in your expenses, the amount of financial support MSOS provides will decrease accordingly and this money will be used to support others that are in need.

Paying bills directly

To minimize the amount of bills that you have to manage, MSOS can pay your bills directly. The easiest way to do this is to allow your CM to reroute your bills to the Covina or Union City campus. Your CM will monitor your bills to ensure timely payment. If there are billing issues your CM will handle this directly with the vendor.

Please note that when bills are paid directly by MSOS, they may be omitted from your monthly budget. If so, this will affect your stipend amount. Your CM can provide further clarification.

Personal expense money

Personal expense (PE) money is a line item that MSOS includes in your monthly budget. PE money is what MSOS considers “pocket money” and MSOS allocates a modest amount to each client per month. It is used for social activities, clothing, dining out, hobbies, and other similar items and activities. It can also be used to pay for expenses that MSOS would not otherwise be able to support such as those mentioned in the section on **extraordinary expenses**.

EXTRAORDINARY EXPENSES

MSOS defines extraordinary expenses as those that do not occur on a monthly basis. Extraordinary expenses are difficult to predict and therefore are not included in your monthly budget. Instead you must seek pre-approval for extraordinary expenses and, if approved, MSOS will pay the vendor directly. Examples of extraordinary expenses include, but are not limited to, dental work, eye glasses, hearing aids, and other similar items. You will be asked by your CM to obtain three quotes for a particular expense. This enables MSOS to determine the average cost for the requested item.

Pre-approval process

You are expected to notify your CM as soon as you anticipate the need for an extraordinary expense. This allows your CM to identify and/or explore cost effective resources and seek pre-approval on your behalf. Once your CM has obtained approval, you will be notified and can then move forward with your request

What if MSOS does not approve my request?

MSOS does not guarantee that all requests will be approved. In the event that your expense is not approved, you may want to re-evaluate your bank account balance to determine if you are able to afford this expense on your own. At times, MSOS clients are able to build a financial cushion within their account if they are not fully using their PE money each month. If not, you may want to think about using your monthly PE allotment toward this expense. Another option would be to seek assistance from your family, friends, lodge, or another resource.

How do I seek pre-approval for an emergency or after normal business hours?

We understand that emergencies happen from time to time. If you are experiencing an unavoidable emergency and must move forward immediately with an expense, you must make your CM aware of the emergency via phone or email. If your CM is unavailable via phone, it is important that you leave a voicemail message to explain the emergency. Your CM will respond as soon as he or she is able and will request reimbursement on your behalf upon receipt of supporting documentation. Expenses are usually reimbursable if the cost of the expense is within reason, the expense is determined as a necessity, and proper notification of your CM is made via phone and/or email. MSOS may not approve your reimbursement if one or all of the above conditions are not met.

DEBT WHILE RECEIVING MSOS SUPPORT

MSOS prohibits clients to incur certain debt while participating in the program. Although we are able to provide MSOS clients with basic necessities such as shelter, food, basic utilities, and access to medical care and medications, we are typically unable to support additional expenses. We understand that this may mean a significant lifestyle adjustment for some program participants. However, incurring certain debt while receiving MSOS support in order to maintain a previous lifestyle is prohibited. With your authorization, MSOS runs a credit

check each year. If debt is incurred in addition to basic necessities routinely supplemented by MSOS, you will be responsible for the payment of this debt. MSOS will not increase your budget in order to pay down this debt. Speak with your CM directly before incurring any debt. Reference to this is outlined in your signed 'Program Agreement' form.

What if I have debt prior to my approval for MSOS? How does this get paid?

MSOS will not pay any previously incurred debt down and/or increase your budget to pay such debt. If you experience harassing phone calls from creditors, please contact your CM and he or she will assist you with responding to each creditor. The response may include statements that you are unable to pay the debt or are "judgment proof" because you receive funds which cannot be garnished. Your CM will assist you in determining whether bankruptcy is an option for you. You may elect to use your personal expense money to pay a debt. It is recommended that you consider the impact of this payment on your overall financial status.

MSOS SUPPORT FOR AUTOMOBILES

MSOS may support automobiles and related expenses. Support depends on several factors such as condition of the car, alternate transportation options, and safety concerns. If you receive MSOS support for your automobile, you must maintain a valid California driver's license, auto insurance, and any related expenses to the automobile must remain modest and reasonable. If/when the cost to maintain your car exceeds the value of your car, MSOS may terminate support and your CM will assist you with identifying safe and suitable transportation alternatives.

MSOS does not typically support automobiles if you are living in an assisted living facility or board and care home because transportation is provided by the community.

MEDI-CAL AND OTHER BENEFITS

MSOS clients are expected to apply for all federal, state, and community programs for which they may be eligible. Programs include Medi-Cal, Supplemental Security Income, Food Stamps, VA benefits, energy assistance programs, home maintenance and repair programs, and In-Home Supportive Services among others. This list is not exhaustive and there may be additional programs for which you are eligible. Your CM will assist with any necessary research and pursue all possible resources available to you.

APPOINTMENT OF REPRESENTATIVE

It is suggested that you appoint your CM as your representative and give consent in order to allow your CM to speak directly with vendors and other providers to complete applications on your behalf (e.g., Medi-Cal, discount programs, federal and government programs) and to facilitate a coordination of benefits or other support or placement as needed. Your active cooperation allows your CM to help manage the application process, including any follow-up that is necessary, while keeping you involved in the process and obtaining your assistance and consent when needed.

CONTACTING YOUR LODGE

Your lodge is made aware of your application for MSOS as well as your approval as an MSOS recipient. From time to time your CM may reach out to your lodge and request financial support for an extraordinary expense on your behalf. You will be notified when lodge support is requested.

ANNUAL RECERTIFICATION

Recertification is completed each year on or near the anniversary date of your initial approval for MSOS. This process enables MSOS to update your information in our files and to confirm your continued eligibility for the program. During recertification, you will verify with your CM your income and monthly bills, noting and considering any changes since the prior year.

Changes will be accounted for in your budget and may lead to an increase/decrease in your MSOS stipend or a “spend down” which is explained in the section entitled **spending down**. Occasionally, there is no change to your stipend amount. You will be asked to sign a new ‘Program Agreement’ form and an authorization for a credit check during the recertification process each year.

SPENDING DOWN

If, at any time, you are able to build a financial cushion within your checking account that is more than \$2,000 (single individual) or \$3,500 (couple) you will be expected to spend down some of this money. A financial cushion is the amount of money that is in your checking account after all monthly bills have been paid. Having more money in your account than the amounts noted above may negatively impact your eligibility for some county, state, and federal programs.

It is also important to proceed cautiously in the manner in which you spend down a financial cushion. How you spend down may adversely affect your eligibility for MSOS and/or some county, state, and federal programs. For example, gifts of money or assets or guaranteeing the debt of another may result in suspension from MSOS and/or similar programs.

It is strongly suggested that you work with your CM to determine a suitable amount of money to spend down and the appropriate method to spend down the money.

We understand the hesitation to spend down your financial cushion. Often, there is a feeling of security when there is a cushion in your bank account. As a reminder, MSOS supports most extraordinary expenses and/or emergencies. This should help to alleviate some concern.

Do I have the ability to spend down my money in any way that I want?

Because spending down affects your eligibility for MSOS and some county, state, and federal programs, you should discuss with appropriate measures to spend down with your CM. Typically spending down requires that you apply the funds in your financial cushion toward your own reasonable and conservative monthly expenses. Spending down that results from gifting assets and money or guaranteeing the debt of another may affect your eligibility for MSOS and/or some county, state, and federal programs.

If you anticipate an extraordinary expense and would rather spend down your financial cushion toward this, please speak to directly to your CM.

VISIT SCHEDULE

Visits with your CM are typically scheduled every 30, 60, or 90 days depending on your needs and support system. Out of state clients are usually seen one time per year. Your CM will also call you on the phone every 30 days between in-person visits to check in and discuss any recent updates or changes to your financial status, health, or overall well-being.

ONGOING CARE PLAN

Your health, finances and overall needs will change over time and MSOS support is set up to evolve along with you. MSOS care plans are client specific and are designed with your health and safety in consideration.

Living independently

As long you are able to demonstrate your ability to live safely at home, MSOS will support you in this environment. Expenses associated with your home or apartment must remain modest and within reason. If these expenses exceed that of a typical MSOS client, you may be asked to downsize to ensure continued MSOS support. MSOS typically supports a studio size apartment for an individual and a one bedroom for a couple. MSOS is able to support moderate rent costs. If the median rent amount in your area is more than what MSOS is able to expend, you may be asked to relocate to a neighboring city or town with a lower cost of living.

What if I have a roommate?

If you have a roommate, our expectation is that all household expenses are split in half (50/50). As an MSOS client, support is only given to you. Therefore, your budget will reflect your half of all expenses. This expectation may not be applicable in all cases and will be determined at the discretion of MSOS.

In-home support

If you live at home and require in-home care, MSOS will typically support a maximum of 21 hours of in-home care services per week by a bonded and insured agency. It is our expectation that you will select a bonded and insured vendor and obtain approval from MSOS. Your vendor may be paid directly by MSOS. When your care needs exceed 21 hours per week, it is likely that your care plan will change and include a transition to an appropriate senior community (e.g., assisted living facility, board and care home).

Bonded and insured caregivers

MSOS does not pay for caregivers who are not employed by a bonded and insured agency. It is strongly suggested you select a caregiver who is employed by a bonded and insured agency to safeguard against theft and work-related injuries, and to ensure your personal and financial safety. If you need assistance finding a suitable care agency in your area, please speak directly with your CM.

What if I live in a rural area and have trouble finding a caregiver?

If your location presents a challenge to retaining or maintaining in-home caregivers, or access to medical providers is limited, you may be asked to relocate to a different area in order to alleviate these difficulties. Your CM will facilitate this transition and your budget will be updated accordingly.

Transition into an assisted living facility or board and care home

Your CM will assist with every step in order to facilitate a smooth and seamless transition. As a charitable nonprofit organization, we are only able to support moderate facility costs in a community which best suits your needs and is within MSOS budget parameters. MSOS typically supports a studio size apartment for an individual and a one bedroom apartment for a couple. If the median cost for a community in your area is more than the amount that MSOS is able to support, you may be asked to relocate to a neighboring city or town with a lower cost of living.

What if I experience issues in the new facility and want to move?

If you are experiencing multiple issues in the facility and are generally dissatisfied, please speak directly with your CM. Unless it is determined that without moving, your health and safety will be compromised, MSOS may not support your move to a different community. Your CM will work with you and the appropriate person(s) in the community to address your concerns and will assist in reaching a viable resolution.

Skilled Nursing Facility

If it is determined that you meet the eligibility requirements for a skilled nursing facility, MSOS financial support will be terminated and Medi-Cal will pay for your room and board. If you do not have Medi-Cal, MSOS and your CM will provide you with assistance in applying for this benefit.

POWER OF ATTORNEY

If you have not appointed a Power of Attorney (POA) for your health and finances, MSOS strongly encourages you to do so as soon as possible. This is an important tool that will enable you to control the health care that you may receive during a time when you are unable to make such decisions for yourself. It is also intended to protect your financial assets and/or financial independence should you become incapacitated in the future. Without a POA for your health and finances, these decisions could be left to estranged family members or the court system. MSOS (and MHC) staff are unable to act as your POA. At your request, your CM will work with you to help identify an appropriate POA or seek out the appointment of a public guardian when/if necessary.

PREPARING FOR A MEDICAL EMERGENCY

Emergencies do happen and it is always good to be prepared. An emergency plan should include basics such as, but not limited to, the following: A list containing your emergency contact information; your current medications including dosage, treatment, and allergy information; completion of a “Do Not Resuscitate” (DNR) form and/or a “Physicians Orders for

Life Sustaining Treatment” (POLST) form. The DNR and POLST forms will instruct medical professionals to forgo CPR or advanced cardiac life support in the event that your heart stops beating or you stop breathing. If you need assistance with emergency preparedness, please speak directly with your CM.

FUNERAL ARRANGEMENTS

If you have not purchased a prepaid funeral arrangement, MSOS will seek lodge support on your behalf for direct burial or cremation expenses at the time of your death if you are a Mason. If you are the wife, widow, or mother of a Mason, MSOS will work with you to purchase a pre-need and/or cover direct burial or cremation expenses at the time of your death. If you are not satisfied with basic arrangements and wish for more extended services, you will need to seek support from your family, friends, or other sources.

SUSPENSION FROM MSOS

The following may result in temporary or permanent suspension from the program:

Acquiring of assets/Financial suspension

A home, insurance, or similar policy is liquidated, resulting in the acquisition of a lump sum of money. If, after repaying MSOS, there are additional monies left, you may be temporarily financially suspended from MSOS while you spend down this money. For further information on spending down, please reference the section contained in this handbook.

If you and your CM determine it appropriate, you may continue to receive care management support during your financial suspension.

Non-compliance with MSOS rules and guidelines

Failure to follow MSOS rules and guidelines may result in suspension from the program. Reinstatement may be considered if you are able to remedy any noncompliance and/or provide us with reasonable assurances of future compliance.

It is important to note that MSOS is a voluntary program. If you do not agree with our rules and guidelines, you may choose to decline our services at any time.

MANDATED REPORTING

As a mandated reporter, MSOS staff is required to report incidences of abuse, neglect/self-neglect, or exploitation to Adult Protective Services (APS). Reports of abuse in a nursing home, assisted living facility, or board and care home will be reported to the ombudsman.

GIFTS AND GRATUITIES

Employees and contractors of MSOS are paid for their services. Tips or gifts (including handmade gifts) are not to be given to any employee or contractor without prior approval from the director of Masonic Outreach Services (MOS). Accepting gifts from MSOS clients is

cause for immediate termination of employees or contractors. However, birthday and holiday cards as well as letters of commendation for extraordinary services are permitted. Letters of commendation for MSOS staff members will be placed in the employee's personnel file. Such letters should be addressed to the director of MOS.

GRIEVANCE POLICY

Masonic Senior Outreach Services is committed to providing the highest quality of life for the fraternal family members we serve. This commitment to excellence includes encouraging open and frank communication in which any concern or complaint can be freely expressed, without fear of retribution, and provide us opportunities to improve. Your concerns and complaints will receive a timely response and resolution.

If you have a concern or complaint, or if you believe a decision affecting you is unjust or inequitable, please bring this matter to the attention of your assigned Masonic Senior Outreach Services care manager immediately, who will provide a timely response and work to ensure a resolution is reached. Most problems can be resolved quickly and informally in this manner.

If this communication does not resolve your concern or complaint, you may initiate a grievance by completing and submitting a grievance form directly to the director of MOS, by email to masonicassistance@mhcuc.org, or by mail anonymously to the Director of Masonic Outreach Services, 34400 Mission Boulevard Union City, CA 94587. MSOS will investigate and address grievances promptly.

A copy of the grievance form is included in this handbook and is also available at <http://www.freemason.org/memberCenter/public/memberResources.htm>.

If you are unsatisfied with the handling of your grievance, you may contact the executive vice president of the Masonic Homes of California at 510/476-6347.

You also may express a concern or complaint confidentially by contacting an independent third party. Call 1-855-882-7950, toll free, and leave a message summarizing the situation. A representative will return your call, investigate your concern, and report to you within 30 days.

Your concerns are important to us, and we are dedicated to resolving them as quickly and satisfactorily as possible.

CLIENT SATISFACTION SURVEY

Each year, we ask that you participate in our Client Satisfaction Survey. We are dedicated to providing the highest quality of care management and your thoughts and ideas are always appreciated. We welcome all feedback and are committed to making program improvements where necessary.

The Client Satisfaction Survey is also an opportunity to share your appreciation for the support provided to you by your CM. Because your CM is not allowed to accept gifts, this survey provides you with an opportunity to express your gratitude.

DISCLAIMER AND LIMITATION

The MSOS program is provided through the Masonic Homes of California (MHC), a nonprofit organization. The financial and case management services (“Services” and “Programs”) are provided to qualified and eligible recipients using commercially reasonable efforts, within available and budgeted charitable funds, on an as-is basis without any warranties, implied or express of any kind whatsoever. You acknowledge and agree that, in consideration of being a recipient of Services or Programs and such other good and valuable consideration, the receipt and sufficiency of which is acknowledged, MHC is: (a) not guaranteeing the success or outcome of any Services or Program and (b) not liable for any damages, direct, indirect, special, consequential, incidental, or punitive for any reason or cause of action except for our willful or intentional misconduct. MHC may change or discontinue any Services or Programs at any time for any reason or no reason at all without liability to you as the qualified and eligible recipient of the Services or Programs.

OUR CONTACT INFORMATION:

Masonic Outreach Services

Masonic Home at Covina

1650 E. Old Badillo St.
Covina, CA 91724

Masonic Home at Union City

34400 Mission Blvd.
Union City, CA 94587

Masonic Assistance

Business Hours: 9:00 a.m. - 4:00 p.m.; Monday - Friday
888/466-3642

intake@mhuc.org



Grievance Form

Please complete this form and submit by mail to the director of Masonic Outreach Services, 34400 Mission Boulevard, Union City, CA 94587 or by email to masonicassistance@mhcuc.org.

Date: _____ Date of incident: _____

Name: _____ Relationship to client: _____

Phone number: _____ Best time of day to call: _____

Staff members(s) involved in complaint: _____

Please describe the incident and/or your concern: (Attach an additional sheet if necessary):

Please describe the steps, if any, you took to attempt to resolve the situation and the result:
