

Maricopa Association of Governments (MAG)
Screening Principles Statement
DRAFT
9-1-09

The shelter community within the MAG region consists of emergency shelter and transitional housing for people experiencing domestic violence and homelessness. Each shelter is unique in its services, primary population, and areas of expertise. The shelter community is dedicated to promoting the following principles in the best interests of those seeking shelter:

- To conduct services in a professional manner by treating those seeking shelter with respect, fairness, and dignity.
- To provide services without discrimination, exploitation, oppression or abuse.
- To provide confidential services and inform those seeking shelter about the limits of confidentiality.
- To limit access to personal information to those staff who need it to perform their job duties
- To provide high quality services as efficiently as possible and in a timely manner.
- To provide services in the most appropriate language as determined by those seeking shelter.
- To provide information about the shelter's grievance processes to those seeking shelter.
- To provide services through competent, culturally sensitive staff who are knowledgeable about shelter and related services available within the community.
- To collaborate within the shelter community to provide the most appropriate referrals to services and other shelter options to meet the needs of those seeking shelter. This will be done in a manner that protects the personally identifying information of those seeking shelter.