Mobile Meals of Southern Arizona

Client Rights & Grant Participation Notice

Version 1.0 | Effective Date: August 1, 2026

Purpose of this Notice: MMSA is committed to treating every applicant and client with dignity, respect, fairness, and confidentiality. Some MMSA services are supported by government grants, foundations, and other funding sources that require MMSA to collect information, verify eligibility, maintain participant records, and report program outcomes.

1. Your Rights as an Applicant or Participant

As an applicant or participant in MMSA programs, you have the right to:

- Be treated with dignity, courtesy, and respect.
- Receive services without discrimination.
- Have your personal information handled in a confidential manner.
- Receive clear information about program eligibility requirements.
- Ask questions about available services.
- Raise concerns or file a grievance without fear of retaliation.
- Request review of decisions involving eligibility, service reduction, suspension, termination, or quality of service, when applicable.

2. Nondiscrimination

MMSA provides services without discrimination on the basis of race, color, national origin, religion, sex, age, disability, veteran status, or any other status protected by federal, state, or local law.

MMSA may provide reasonable accommodations when appropriate and feasible to support access to services.

Services supported in whole or in part by federal financial assistance will be administered in accordance with applicable federal civil rights laws, regulations, and funding requirements. Nothing in this Notice limits any additional nondiscrimination, accessibility, language-access, notice, or complaint rights applicable to a particular funding program.

3. Confidentiality and Use of Information

MMSA collects personal, demographic, eligibility, and service information to determine eligibility, provide services, maintain required records, and comply with grant reporting and monitoring requirements.

MMSA will maintain client information in accordance with applicable laws, grant requirements, and organizational policies. Information may be shared only when authorized by the client, required by law, required by a funding agreement, or necessary for grant monitoring, auditing, reporting, or program administration.

4. Grant Reporting and Program Data

Some MMSA programs are funded by governmental agencies or other grantors that require MMSA to report program activity and outcomes. Depending on the funding source, MMSA may be required to collect and report information such as:

- Number of meals delivered
- Number of individuals or households served
- Demographic information
- Geographic service area

- Eligibility information
- Program participation information
- Public benefit information
- Service units and program outcomes

Reported information is generally used for grant reporting, monitoring, auditing, and program evaluation. MMSA will take reasonable steps to protect personally identifiable information.

5. Accuracy of Information

Applicants and participants are responsible for providing information that is true, accurate, and complete to the best of their knowledge.

For certain grant-funded programs, MMSA may request documentation, certification, or self-attestation to determine eligibility. Failure to provide required information, or providing information that is materially false, may affect eligibility for grant-funded services.

6. Grievance Procedure

If you believe you have been treated unfairly, disagree with an eligibility determination, service reduction, suspension, termination, or have a concern about the quality of services received, you may file a grievance with MMSA.

Nothing in this grievance procedure prevents Client from filing a discrimination complaint directly with the federal, state, or local agency responsible for funding or administering the applicable program.

Contact	**Mobile Meals of Southern Arizona** 3355 S. 6th Avenue, Tucson, AZ 85713 Phone: (520) 622-1600 Email: info@mobilemealssoaz.org

MMSA will review grievances in accordance with its established procedures. Applicants and participants may also present grievances to the appropriate County, State, or funding agency when permitted by program requirements.