

Providing Feedback via Text Message Initiative Participant Consent and Information Release Form

Hello,

Developing Opportunities Offering Reentry Solutions (**DOORS**) Community Reentry Center and the Los Angeles Regional Reentry Partnership (**LARRP**) are proud to announce it is partnering with The Center for Employment Opportunities (**CEO**) to pilot a text messaging program; aimed at improving the services and client experience through consistent communication and feedback from the population it serves.

As a representative of this population, your experience and willingness to participate in this text messaging program is of great value and could help improve the way services are delivered to not only current clients but potential clients in the future. Participation is simple. We are asking that you provide your honest feedback to the text message questions that are sent out periodically to your mobile device, so that way we may ensure that the data received is an accurate representation of what could benefit the greater LA area the most. The text messaging program may also send program services updates and information about community events and other activities that could be of great benefit to the community.

We value your input, and look forward to hearing your feedback in order to best serve you.

Thank you.

PLEASE READ:

By signing this form, I represent that I am 18 years or older, and have the capacity to understand and sign this consent form. Furthermore, I agree to receive text messages from the Center for Employment Opportunities (CEO) as part of the project described above. As part of this project, I understand that:

- My full name, phone number, and intake date will be shared with CEO and I may receive text messages from CEO, on behalf of the DOORS Resource Center
- I have the right to opt-out of text messages at any time
- I will be able to respond to these messages to provide feedback and/or answer questions, and staff members from CEO and DOORS Resource Center will be able to read these responses
- Responses to these messages will not go directly to my case manager at DOORS Resource Center, and as such, I should continue to contact my case manager directly for any service-related questions
- Any text messaging rates, per my phone plan, may apply for messages I send
- CEO may utilize my feedback to share, communicate, publish or otherwise disseminate or make public any learnings connected to my feedback, provided that my name and phone number will not be publicized amongst parties not named in this consent form
- I will not receive any compensation arising or related to the use of my feedback

Signature on Back

I, (Name of Client/Applicant/Consumer) _____ hereby authorize
(Name of Provider/Agency) _____ to release the following
specific information to Center for Employment Opportunities:

- First and Last Name
- Phone Number
- Intake Date

By my signature below, I affirm that I have read this release or it has been read to me, and I understand its content.

Participant Signature _____ (Date) _____

Phone Number: _____

Consent Witnessed By: (Staff signature) _____

OR

I, (Name of Client/Applicant/Consumer) _____ hereby decline participation
in this project and do not authorize (Name of
Provider/Agency) _____ to release the following specific
information to Center for Employment Opportunities:

- First and Last Name
- Phone Number
- Intake Date

By my signature below, I affirm that I have read this release or it has been read to me, and I understand its content.

Participant Signature _____ (Date) _____

Phone Number: _____

Consent Witnessed By: (Staff signature) _____