

Client Bill of Rights

Clients of Oregon Department of Human Services have certain essential rights including but not limited to:

- 1) Be treated with respect and dignity that honors client lived experience of trauma and poverty
 - a) Clients are provided with trauma-informed service to prevent harm that can limit their access to programs and resources
- 2) Protection from racial, ethnic and/or cultural discrimination, bias, and harrassment
 - a) Client racial, ethnic or cultural identity does not impact the service they receive or access to programs and resources
- 3) Language access and interpretation
 - a) All clients are provided service in the language they request
 - b) Language services like interpretation and translation are available and easily accessible
 - c) Written information is provided in the language a client requests
- 4) Disabilities, visible and invisible, are respected and accommodated
 - a) Staff provide disability aware service that meets client's expressed needs
- 5) Gender identity, gender expression, and self-declaration is honored
 - a) No discrimination based on gender identity and expression
 - b) Program/service applications allow for self-declared gender identity, provide an option to mark 'X' and do not require verification
 - c) Client pronouns are respected
- 6) A supportive and welcoming environment
 - a) Offices and call centers provide good customer service that ensures clients feel comfortable and able to get their needs met
- 7) Timely service and responsiveness in communications
 - a) An approximate timeline for service is provided
 - b) Clear contact information is provided
 - c) Follow-up from client inquiries is timely
- 8) Simple information and transparency about services, requirements and decisions
 - a) Information on services available, eligibility, and required information needed from clients is in simplified language
 - b) Staff are willing, able, and have the authority to answer client questions
 - c) Decisions on eligibility determinations are clear to clients
 - d) A clear process is available to clarify if wrong information is included in eligibility decisions and a right to hearing/appeal process is provided
- 9) Privacy, confidentiality, and protection of personal information
 - a) Privacy is provided when interacting with staff and in office environments as clients are sharing personal and sensitive information
- 10) Clear process to make complaints about services and treatment without fear of retaliation.
 - a) Complaints will be documented, followed-up on, and action taken

- b) Access to benefits and services, along with eligibility determinations, will not be impacted when clients make a complaint
- 11) Client rights are clearly displayed within office settings, websites, and application packets and portals. Caseworkers are informed and guarantee client rights as part of service interaction
 - a) Clients know that they have rights when they access services and workers are expected to uphold those rights

Accountability and Reporting:

- 1) Public reporting on client complaint trends/patterns by office/district including those captured through ODHS surveying, individual office reporting systems, third party/ombudsman and/or Governor's Advocacy Office
 - a) Collect the complaints, someone looks at complaints from a trauma-informed lens and to identify trends, trends in complaints are shared with ODHS leadership and community advocates, and staff training is updated based on those complaints
- 2) Annually staff training will be informed by client bill of rights and training will improve client experiences based on the bill of rights
 - a) Staff training is updated based on trends/patterns related to client experiences
- 3) The Director of Self Sufficiency shall annually review the rules establishing the Oregon Client Bill of Rights to ensure that the bill of rights complies with the principles and requirements set forth in the legislation.
 - a) Client rights are guaranteed but there is an ability to adapt as new patterns in client experiences emerge
- 4) The department shall promote the participation of current and former clients in the development of the rules constituting the Oregon Client Bill of Rights and the development of client services and policies.
 - a) Clients are consulted on updates to the bill of rights and any intersecting policies