

# Policy Transmittal

## Child Welfare Director's Office



Aprille Flint-Gerner, Deputy Director

**Authorized Signature**

**Number:** CW-PT-20-021

**Issue Date:** 12/1/2020

**Topic:** Agency-wide Policy

**Transmitting (check the box that best applies):**

- New policy   
  Policy change   
  Policy clarification   
  Executive letter  
 Administrative Rule   
  Manual update   
  Other:

**Applies to (check all that apply):**

- |  |   |
|--|---|
| <input type="checkbox"/> All DHS employees                     | <input type="checkbox"/> County Mental Health Directors                       |
| <input type="checkbox"/> Area Agencies on Aging: {Select type} | <input type="checkbox"/> Health Services                                      |
| <input type="checkbox"/> Aging and People with Disabilities    | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs             | <input type="checkbox"/> ODDS Children's Intensive In Home Services           |
| <input type="checkbox"/> County DD program managers            | <input type="checkbox"/> Stabilization and Crisis Unit (SACU)                 |
| <input type="checkbox"/> Support Service Brokerage Directors   | <input type="checkbox"/> Other (please specify):                              |
| <input type="checkbox"/> ODDS Children's Residential Services  |   |
| <input checked="" type="checkbox"/> Child Welfare Programs     |   |

<b>Policy Title:</b>	<a href="#">Client Rights - Policy</a>
<b>Policy Number(s):</b>	<a href="#">I-A.1</a>
<b>Effective date:</b>	12/1/2020

**Discussion/Interpretation:**

**Who:** All ODHS, Child Welfare staff must review the updates to the [Client Rights Policy I-A.1](#).

**When:** 12/1/2020

**Know Your Why:**

*No individual shall, on the grounds of race, national origin, religion, marital status, gender, sexual orientation, age, citizenship, political affiliation, language or disability be excluded from participation in, be denied the benefits of, or be*

*otherwise subjected to discrimination under programs and activities for which the Oregon Department of Human Services has responsibility. This same policy of non-discrimination is equally applicable to all Department contract providers, grantees, agents and providers of services funded in whole or in part with federal funds.*

Included are some changes and updates to the existing policy. Some of those changes include updated links to OARs and other policies and updates on some of the language throughout the document. This policy is focused on clients rights and provides guidance for what the client rights are, what forms to use, informal and formal complaints and Child Welfare staff responsibilities.

This policy should be reviewed for guidance when making decisions around how to support and engage parents or caregivers, children and resource parents we work with every day who have a disability or may have a disability.

**Implementation/Transition Instructions:** This policy update is accessible on the OWL page in the Child Welfare section under the Rules, Policies and Protocols link.

**Training/Communication Plan:** The training plan is currently underway and there will be a CBT for all child welfare staff to access through the ILearn system in the spring of 2021.

**Local Office Action Required:** All supervisors must review and share with all staff and ensure staff know where to locate the updated policy.

**Central Office Action Required:** All central office managers must review and share with all staff and ensure staff know where to locate the updated policy.

**Field/stakeholder review:**  Yes  No

**If yes, reviewed by:** ADA Steering Committee, ADA Communication Committee, Office for Civil Rights, PARC, Policy Council

*If you have any questions about this policy, please contact:*

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