

Nancy Keeling  
Authorized Signature

**Number:** CW\_PT\_07\_016  
**Issue Date:** 12/01/07

**Topic:** Other

**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):**

- All DHS employees                     
  County Mental Health Directors  
 Area Agencies on Aging               
  Health Services  
 Children, Adults and Families       
  Seniors and People with Disabilities  
 County DD Program Managers       
  Other (please specify):

Policy/Rule Title:	Client Rights (I-A.1) and Complaint Review (I-A.5.1)		
Policy/Rule Number(s):	Policy I-A.1 and Policy I-A.5.1	Release No:	
Effective Date:	12-01-07	Expiration:	
References:			
Web Address:	<a href="http://www.dhs.state.or.us/policy/childwelfare/manual_1/i-a1.pdf">http://www.dhs.state.or.us/policy/childwelfare/manual_1/i-a1.pdf</a> <a href="http://www.dhs.state.or.us/policy/childwelfare/manual_1/i-a51.pdf">http://www.dhs.state.or.us/policy/childwelfare/manual_1/i-a51.pdf</a>		

**Discussion/Interpretation:** Policies I-A.2, “Civil Rights” and I-A.5.3, “Civil Rights Complaints” have been merged into a single policy, I-A.1, “Client Rights.”

Changes have also been made to policy I-A.5.1. These changes update and clarify the complaint process in Child Welfare, incorporate the various new department-wide processes and forms, and remove references to outdated policies and forms. The rules about the Child Welfare Formal Grievance process have been repealed and the Department-wide process is now followed.

**Implementation/Transition Instructions:** An IM of the draft rules was sent to all Child Welfare staff on September 21, 2007. DHS form 0170, “Client Complaint or Report of Discrimination” has also been updated.

**Training/Communication Plan:** An IM will be sent to all Child Welfare staff notifying them of the changes in policy. Net Link training titled, "Client Complaints and Reports of Discrimination," has also been provided historically. This training is currently being updated to accommodate the changes in policy. It is estimated this training will again be available to staff in February 2008. The changes in policy will be presented before the next scheduled District and Child Welfare Program Manager's Meetings.

**Local/Branch Action Required:** All staff should review and become familiar with the clarification of and changes in these policies.

**Central Office Action Required:** Central Office will provide consultation, as needed.

**Field/Stakeholder review:**       Yes       No

**If yes, reviewed by:**

**Filing Instructions:**

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

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