K. **Know Your Rights (DHS 9216)**

This form, *Know Your Rights, Client Bill of Rights (Poster) (DHS 9216) (paper only)*, can be ordered through the Forms and Distribution section.
KNOW YOUR RIGHTS

The staff of the Department of Human Services (DHS) is committed to quality service. We expect staff and clients to respect one another.

You have the right:
To be treated in a polite, fair and respectful manner;
To get information about all programs and services that may help you, including emergency programs;
To apply at any DHS office;
To be helped on a walk-in basis or to make an appointment with a worker;
To have the person at the reception desk explain how you can apply for benefits;
To get help filling out your application and other forms;
To turn in an application without being told you cannot or should not apply;
To turn in your application the same day you ask for it;
To turn in an application that is missing some information;
To be given a receipt for anything you turn in to the office;
To get help from a translator in a timely manner;
To have access to information in a format you can understand;
To have access to necessary documents in a language you can understand;
To be given a clear list of everything that must be verified;
To get help from DHS to find needed information;
To make collect calls to a DHS office;
To have your phone calls and messages returned in one working day;
To have a phone interview or home visit if you cannot come to the office;
To have a missed appointment rescheduled quickly;
To be given an alternate appointment time if you cannot make regular office hours;
To receive written notice about your benefits;
To see agency rules;
To see information about yourself in your case file;
To get help with the grievance process if you feel you have not been treated fairly;
To get help on how to appeal a decision made about your case.

If you apply for Food Stamp benefits, you also have the right:
To be told about expedited service
To get your expedited Food Stamps in seven days or less
To find out if you still qualify for Food Stamps after your cash assistance ends.

If you think you have been treated unfairly and cannot resolve the issue with your caseworker, ask to talk to an operations manager at your DHS branch. If you need further help, call your DHS district office at______________.

You may also get help from:

Oregon Action 503-282-6588  Oregon Human Rights Coalition 503-282-5010
Rural Organizing Project 503-543-8417  Oregon Health Plan 800-273-0557
Governor’s Advocacy Office 800-442-5238  Legal Aid

Visit the DHS website at http://www.oregon.gov/dhs/Pages/index.aspx for more information about programs and services.