





# The Ombuds

Swedish word- a citizen representative within government or administrative body

- Confidential
- Active Listener
- Problem Solver
- Empowering
- Guiding
- Investigations
- Rule Compliance
- ORS 182.500 - mandatory report to Governor, obligation to cooperate in good faith



October 2019 Governor's Proclamation of 'Ombuds Day'

# GAO History

- 1993 – Governor Roberts appoints Ombuds to assist citizens with state services
- 1993 – Legislature creates the role of Children’s Advocate (SB 1042)
- 1996 – the Children’s Justice Task force advocated for moving Children’s Advocate responsibilities to GAO, completed via interagency agreement.
- 2002-2004 – Customer Service and Discrimination complaint process developed for the agency, overseen by staff in GAO
- 2003 – Legislature permanently moves Children’s Advocate to GAO (HB 2522).
- 2014 - Foster Children’s Bill of Rights created by SB 123, Foster Care Ombuds hired to receive complaints.
- Future - ? ? ?

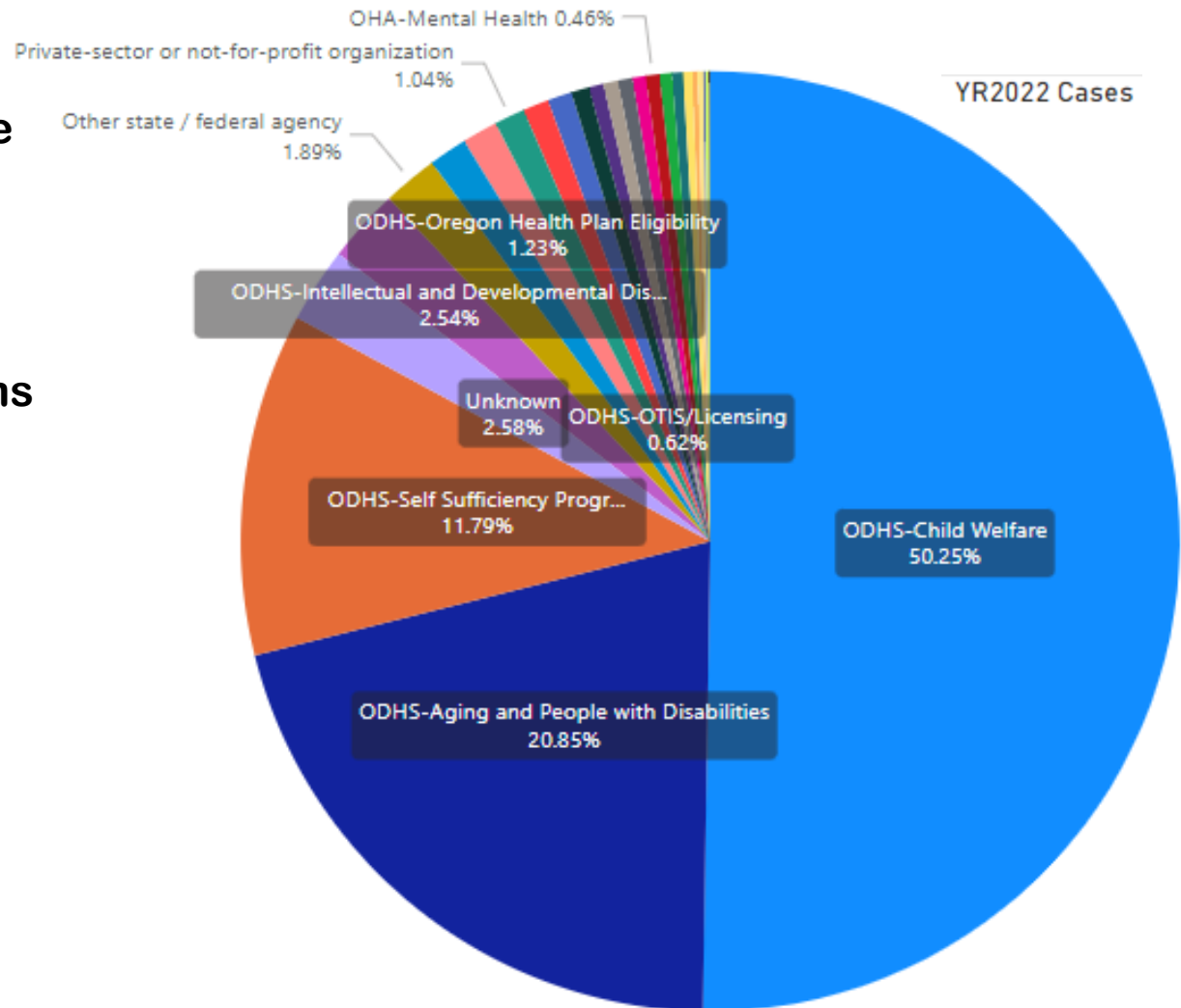
# GAO Today

The GAO helps affected parties work through questions, concerns, or complaints related to ODHS services or departmental action. The office is functionally independent of the programs under its review, and reports regularly to the ODHS director and Office of the Governor on the status of the complaints/resolutions.

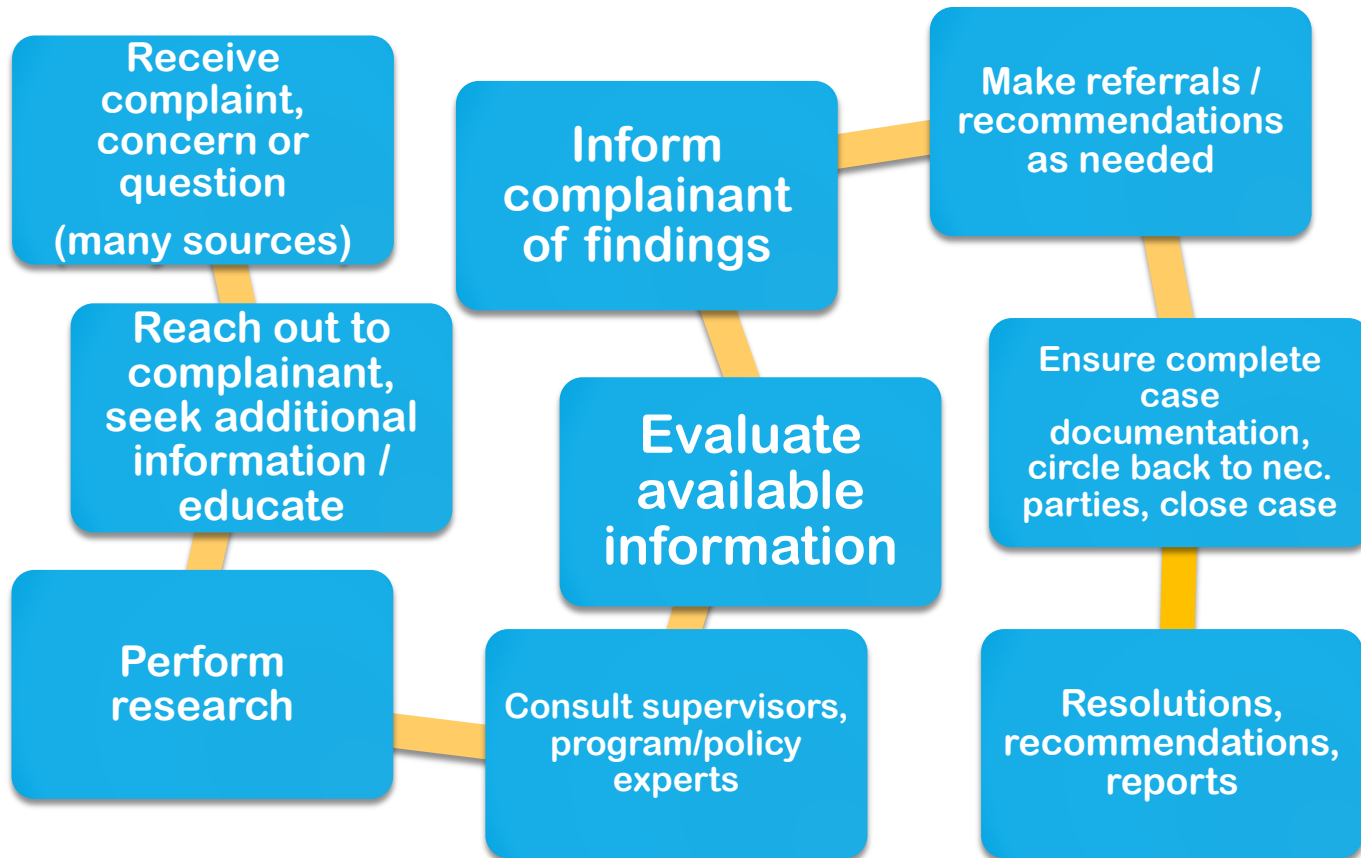
- GAO has a Director, Formal complaint Coordinator/Civil Rights Investigator, Foster Care Ombuds, and 6 ODHS Ombuds, and a Screener
- ODHS Ombuds respond to complaints and concerns for all ODHS programs, including Child Welfare
- Current GAO team members have broad and diverse professional backgrounds, including ODHS field experience, juvenile justice, victim's advocacy, mental health fields and more.

# Activity of the Governor's Advocacy Office and Ombuds

- Investigate all ODHS matters on behalf of the Governor's Office and ODHS Director
- Full access to OR-Kids and other ODHS systems
- Open, respond, investigate, track and report out on all complaints
- Regularly meet with ODHS leadership, including Directors of programs and Human Resources



# A 'Typical' GAO Case



**Important elements along the way: confidentiality of complainant, reasons for GAO inclusion of supervisors, follow up with staff at the conclusion of our work**

# Outcomes of GAO cases

The outcome of a GAO case varies significantly depending on our findings- the most likely are (in no particular order)

- Quarterly reporting of high-level info and trends
- Recommendations to local management or program leadership
- Letter of findings to agency or program leadership
- No action taken – GAO does not find the agency acted outside requirements
- Referral to more appropriate office (other agency/jurisdiction, ORCAH, Human Resources)
- Sharing positive feedback: DHS 171 comment form, GAO 'Thank You' card



# What GAO *doesn't* do

The GAO is focused on resolving the root cause or effects of ODHS administrative action or inaction.

There are some limits around Ombuds generally or GAO specifically, and we do not take part in the following:

- Advocacy for / against complainants in the legal system or giving complainants legal advice
- Sharing information with individuals who are not entitled to it
- Sharing important Department information or news, such as the results of a CPS investigation
- Investigating (or re-investigating) matters more appropriate for CPS, OTIS, law enforcement, HR
- Review the same concerns more than once

# Customer Service and Privacy Complaints or Report of Discrimination

## Complaints or Report of Discrimination (form: DHS 0170)

OREGON DEPARTMENT OF HUMAN SERVICES

### DHS NOTICE AND PRACTICE OF CIVIL RIGHTS

**WHAT ARE CIVIL RIGHTS?**  
The U.S. Constitution as well as federal and state laws guarantee protection of your civil rights, which include freedom from discrimination. DHS and its contractors must not discriminate in its programs, services, activities, hiring practices and employment.

**WHAT IS A PROTECTED CLASS?**  
A protected class is a group of people who may not be targeted for discrimination based on their shared characteristics. Federal and state laws mandate that prohibited class must not be a factor when DHS determines an individual's eligibility for programs, services, activities, auxiliary groups or employment. All individuals should receive the same treatment and services.

DHS and specific DHS programs consider the following characteristics to be protected classes:

- N race, color or national origin
- Sexual orientation or marital status
- Gender
- Political beliefs
- Age
- Religion
- Disability
- Program clients and employees

**WHAT IS DISCRIMINATION AT DHS?**  
Behavior or actions that DHS considers discriminatory include but are not limited to:

- Being denied services or provided with different services than similar individuals, or being segregated or treated especially when services are provided.
- Being treated unfairly or denied services normally provided to other members of the protected class.
- A person with a disability being refused an accommodation without the business having a valid reason to not provide it.
- Being denied American Sign Language (ASL) or spoken language interpreter services for critical information about benefits and services.
- Being denied the chance to serve on DHS committees and boards or to act as a consultant or advisor.

**WHAT IS THE DHS COMPLAINT PROCESS?**  
Discrimination, privacy or security violation and customer service complaints can be filed with DHS. DHS will review and acknowledge the complaint. DHS will notify the complainant if it has authority to investigate. When DHS has the authority, it has authority to investigate. Through its investigation, DHS will determine if there is a finding of discrimination. DHS will act to correct and eliminate the identified discriminatory conduct if there is a finding of discrimination.

DHS is not an enforcement agency. Investigations determined by DHS follow. DHS will also file federal discrimination laws may have been violated. Clean and correct complaint forms at any DHS office.

For more information, contact:  
Oregon Department of Human Services  
Governor's Advocacy Office  
500 Summer Street N.E., 7  
Salem, Oregon 97331-3172  
1-800-642-3122 or 503-378-6322 (fax)  
dhs-civ@dnshs.gov

**WHAT OTHER AGENCIES HAVE THE AUTHORITY TO RECEIVE COMPLAINTS INVOLVING DHS?**  
The following agencies have the authority to receive laws and regulations and to investigate discrimination complaints in their programs:

- To file a discrimination complaint involving:
  - A DHS program receiving federal funding or a health information privacy or security violation, contact the U.S. Department of Health and Human Services, Office for Civil Rights 1-800-368-1010 or OIG@hhs.gov
  - The Supplemental Nutrition Assistance Program (SNAP) benefits from the Department of Agriculture, contact the U.S. Department of Agriculture, Office for Civil Rights 1-866-626-8468 or program.inquiries@usda.gov

DHS will provide access to anyone who is disabled as well as their services (sign or translation forms). DHS will also make reasonable efforts to help people with disabilities participate in DHS programs, services and activities.

**WHAT DOES DISCRIMINATION AT DHS BUILDINGS AND PROGRAMS MEAN?**  
Federal and state laws require that people with disabilities be able to access all DHS buildings and programs.

DHS will provide access to anyone who is disabled as well as their services (sign or translation forms). DHS will also make reasonable efforts to help people with disabilities participate in DHS programs, services and activities.

**WHAT CAN PEOPLE WHO BELIEVE THEY HAVE BEEN DISCRIMINATED AGAINST DO?**  
Applicants, clients or members of the public who receive DHS services or access building may file a complaint. The complaint may go to either DHS or the federal or state agency authorized to enforce and investigate the particular DHS program or issue of concern.

Individuals must file complaints in one of the following timeframes:

- Federal complaint: within 180 days of the event or treatment considered discriminatory
- Bureau of Labor and Industries complaint: within one year of the event or treatment
- DHS complaint: within 90 days

**WHAT DOES PROHIBITION AGAINST RETALIATION MEAN?**  
The following agencies have the authority to receive laws and regulations and to investigate discrimination complaints in their programs:

- A DHS program receiving federal funding or a health information privacy or security violation, contact the U.S. Department of Health and Human Services, Office for Civil Rights 1-800-368-1010 or OIG@hhs.gov
- The Supplemental Nutrition Assistance Program (SNAP) benefits from the Department of Agriculture, contact the U.S. Department of Agriculture, Office for Civil Rights 1-866-626-8468 or program.inquiries@usda.gov

Individuals who file they have been discriminated against, or who are witnesses of alleged discrimination, can file a complaint without fearing that DHS will penalize or punish them.

This document can be provided upon request in an alternative format for individuals who are deaf or in a language other than English for people with limited English skills. To request the published form in another format or language, contact the Publications and Design Section at 503-378-3486, T11 for TTY, or email dhs.civ@dnshs.gov.

OREGON DEPARTMENT OF HUMAN SERVICES

### Customer Service or Privacy Complaints or a Report of Discrimination

Have a complaint regarding the services you received from the Department of Human Services (DHS), the protection of your private information or feel you have been discriminated against, this document will explain the process to file a report of discrimination, or a customer service or privacy complaint.

#### All tax or small complaint to:

Department of Human Services  
Governor's Advocacy Office  
500 Summer Street N.E., E-17  
Salem, OR 97310-1097  
Fax: 503-378-6532  
Email: GAO.C@dnshs.gov

This document can be provided upon request in alternate formats for individuals with disabilities or in a language other than English for individuals with limited English skills. To request this form in another format or language, contact the Governor's Advocacy Office at 503-945-5941.

#### Do not use this form if either of the following applies to you:

1. Your complaint is with the Office of Vocational Rehabilitation Services (OVRs). If you disagree with an action or decision, contact your local OVRs office or call the OVRs dispute resolution coordinator at 503-945-5253. Free legal services are available from the Client Assistance Program (CAP), a service of Disability Rights Oregon. CAP is not a state agency or part of OVRs.

#### 2. Your complaint is with Child Welfare Services and you disagree with a decision that was made. Please contact your DHS caseworker or local Child Welfare Office and ask what can be done about the decision.

Do not use this form for such things as:

- Adoption committee decision;
- Court rulings or matters to be reviewed by the juvenile court;
- Child protective services actions or decisions;
- You have asked for a contested case hearing or started some other court action;
- Any other action found in Oregon Administrative Rules 413-010-043.

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**DHS** | Oregon Department of Human Services

### Customer Service/Privacy Complaint or Report of Discrimination

For help completing this form, you may contact any DHS office.

Please print clearly: Name of person with the complaint: \_\_\_\_\_ Phone/TTY number: \_\_\_\_\_  
Email: \_\_\_\_\_

Mailing address: \_\_\_\_\_ Date of birth: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_ Last 4 digits of Social Security number: \_\_\_\_\_

Are you filing on behalf of someone else?  Yes  No  
Your name: \_\_\_\_\_ Phone: \_\_\_\_\_

Please mark the reason for your complaint (check all that apply):

You did not receive good customer service;  
 You believe your personal information was not kept confidential;  
 You believe you were discriminated against because of:  
 Age  Gender  Sexual orientation\*  Political beliefs\*\*  
 Religion  Disability  Race, color or national origin

\*Sexual orientation is protected by the State of Oregon, but not federal laws.  
 \*\*SNAP clients are protected against political belief discrimination.

Details of complaint: Who was involved? \_\_\_\_\_ When did the incident happen? Date/Time: \_\_\_\_\_

Location of complaint: \_\_\_\_\_  
 Please describe your complaint (if you need more space, attach additional paper): \_\_\_\_\_

What would you like DHS to do to resolve your complaint? What suggestions do you have? \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Date received: \_\_\_\_\_ For DHS use only  
 Received by (print name): \_\_\_\_\_

\*For discrimination and privacy complaints, send to Governor's Advocacy Office, address on page 1.  
 \*\*For customer service complaints, forward to the appropriate manager.

Distribution: Original - GAO, Copy - Client, Copy - Manager

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# Customer Service and Privacy Complaints or Report of Discrimination (OARs & process)

407-005-0030 Report of Discrimination and Other Remedies Available for Alleged Discrimination

407-005-0100 Purpose and Scope

407-005-0105 Definitions

407-005-0110 Customer Service Complaint Procedure

407-005-0115 Resolution of Customer Service Complaints

407-005-0120 Retaliation Prohibited

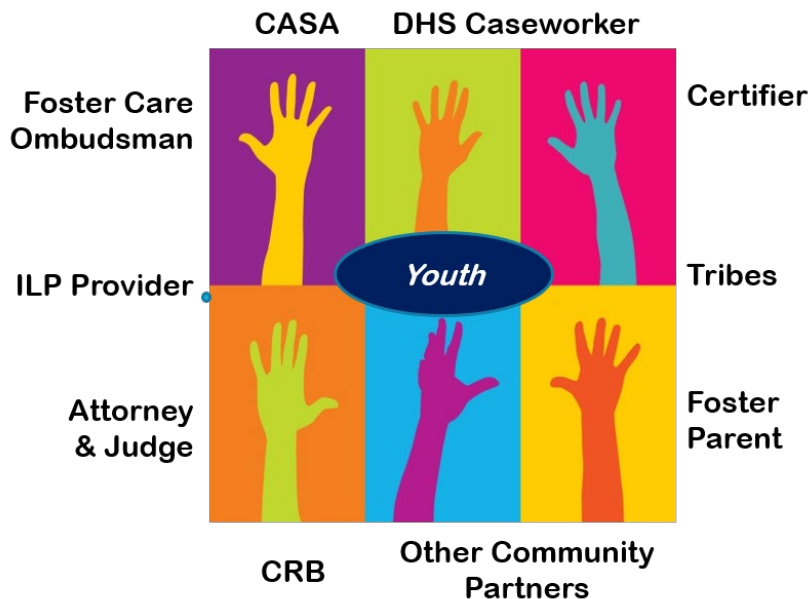


# Foster Care Ombuds and the Foster Children's Bill of Rights

- Drafted by OFYC with input from 100 foster youth
- SB 123 Created Foster Children Bill of Rights
- Every child in foster care gets a copy
- Provides every teen in care a “how to” packet of information
- Creates a position at the Governor's Advocacy Office for a Foster Care Ombuds



# Senate Bill 123 (2013)



- Created ORS 418.200-202 which mandates certain Rights (see attachment) and also the creation of the **Bill of Rights**
- Added “teeth” to existing Rights of Children Policy
- Law went into effect January 1, 2014

# Oregon Revised Statutes

## Chapter 418 — Child Welfare Services

### 2013 EDITION

#### OREGON FOSTER CHILDREN'S BILL OF RIGHTS

- **418.200 Definitions.** As used in ORS 418.200 to 418.202, “foster child” means a child who is in the **legal custody of the Department of Human Services** pursuant to the provisions of ORS chapter 418, 419B or 419C and **who is or was placed in substitute care with a foster parent, a child-caring agency as defined in ORS 418.205 or an independent residence facility established or certified** under ORS 418.475. [2013 c.515 §1]
- **418.201 Legislative intent.** It is the intent of the Legislative Assembly that each foster child have certain essential rights, including but not limited to the following:

# Oregon Revised Statutes

## Chapter 418 — Child Welfare Services

### 2013 EDITION

- (1) To have the ability to make **oral and written** complaints about care, placement or services that are unsatisfactory or inappropriate, and to be provided with information about a formal process for making complaints **without fear of retaliation**, harassment or punishment.
- (2) **To be notified of, and provided with transportation to, court hearings and reviews by local citizen review boards** pertaining to the foster child's case when the matters to be considered or decided upon at the hearings and reviews are appropriate for the foster child, taking into account the age and developmental stage of the foster child.
- (3) **To be provided with written contact information of specific individuals whom the foster child may contact regarding complaints, concerns or violations of rights, that is updated as necessary and kept current.**

# DHS 9020 - "Younger Child" BoR Poster

## OREGON FOSTER CHILDREN'S BILL OF RIGHTS I HAVE THE RIGHT TO:



**S** SAFE HOME WHERE  
I FEEL PROTECTED



**A** ATTEND SCHOOL, SPORTS,  
CLUBS AND ACTIVITIES



**F** FAMILY – LIVE WITH  
A FAMILY THAT  
CARES ABOUT ME  
AND PROTECTS ME



**E** EAT AND HAVE HEALTHY  
FOOD AT EVERY MEAL



**T** THINGS – TO HAVE MY  
OWN THINGS (TOYS,  
CLOTHES, BLANKET...)

**Y** YES, I CAN ALWAYS CONTACT MY  
ATTORNEY, CASEWORKER, CASA  
OR FOSTER CARE OMBUDSMAN IF  
I HAVE QUESTIONS OR PROBLEMS



### WHO CAN I CALL?

If you wish to make a call and need an adult to help, you can ask a foster parent or caregiver at the home, a teacher, a church member or another adult friend that you trust.

Call or email the Foster Care Ombudsman at the Youth, Empowerment and Safety (Y.E.S) Line at 1-855-840-6036 or [FCO.info@state.or.us](mailto:FCO.info@state.or.us).

This document can be provided upon request in an alternate format for individuals with disabilities or in a language other than English for people with limited English skills. To request this publication in another format or language, contact 503-378-3486 or 503-378-3523 for TTY.

# Oregon Revised Statutes

## Chapter 418 — Child Welfare Services

### 2013 EDITION

(4) When a foster child is **14 years** of age or older, to be provided with written information within 60 days of the date of any placement or any change in placement, regarding:

- (a) How to establish a **bank account** in the foster child's name as allowed under state law;
- (b) How to acquire a **driver license** as allowed under state law;
- (c) How to **remain** in foster care after reaching 18 years of age;
- (d) The availability of a **tuition and fee waiver** for a current or former foster child under ORS 351.293;
- (e) How to obtain a copy of the foster child's **credit report**, if any;

# Oregon Revised Statutes Chapter 418 — Child Welfare Services 2013 EDITION

- f) How to **obtain medical, dental, vision, mental health services** or other treatment, including services and treatments available ***without parental consent*** under state law and
- g) A **transition toolkit**, including a comprehensive transition plan.



# DHS 9018 - "How Do I...?" brochure

## WHEN I LEAVE FOSTER CARE, WHAT DOCUMENTS SHOULD I HAVE?

Upon leaving foster care you may request a copy of your Birth Certificate, Social Security Card (or number), Health insurance information, medical records, and a Driver's License or other form of state photo ID.

## HOW DO I MAKE SURE I AM INCLUDED IN PLANNING FOR MY FUTURE?

It is very important that you take part in planning your future. It is, after all, your life. Talk to your caseworker and your team (including your foster parent) about your wishes, goals and any concerns you may have. Being involved in your own transition planning and knowing what your resources and options are helps your ideas, wants and needs be heard. Your team and supportive adults can assist you in reaching your goals. When you are 14 years old or older, you should go over the goals on your transition plan (also known as the T2) every six months until you leave foster care. For additional information, go to [www.dhs.state.or.us/policy/childwelfare/mannual\\_lf-h235.pdf](http://www.dhs.state.or.us/policy/childwelfare/mannual_lf-h235.pdf).

[www.dhs.state.or.us/cfsafety\\_model/procedure\\_manual/appendices/ch4-app4-18.pdf](http://www.dhs.state.or.us/cfsafety_model/procedure_manual/appendices/ch4-app4-18.pdf)

[www.oregon.gov/dhs/children/fostercare/docs/transitiontoolkitchecklist.pdf](http://www.oregon.gov/dhs/children/fostercare/docs/transitiontoolkitchecklist.pdf) and

[www.fosterclub.com\\_transition/article/transition-toolkit](http://www.fosterclub.com_transition/article/transition-toolkit)

**DID YOU KNOW THAT YOU HAVE CERTAIN RIGHTS WHILE YOU ARE IN FOSTER CARE, AND THERE IS SOMEONE IN THE GOVERNOR'S OFFICE TO HELP YOU IF YOU HAVE PROBLEMS?** Look for the "Oregon Foster Children's Bill of Rights" posted in your foster parent's home or residential facility. That poster will review your rights while in foster care.

Your caseworker will give you a copy of the bill of rights within 60 days of your placement in foster/substitute care. You and your caseworker will review the bill of rights.

Here are some other resources to contact if you have concerns about your care or that your rights or needs are not being respected.

**Youth Empowerment & Safety (Y.E.S.)** line: 1-855-840-6036

**Foster Care Ombudsman Office:** [www.oregon.gov/dhs/abouthdhs/Pages/fostercare-ombudsman.aspx](http://www.oregon.gov/dhs/abouthdhs/Pages/fostercare-ombudsman.aspx)

FOR MORE INFORMATION ABOUT YOUR RIGHTS, CONTACT THE FOSTER CARE OMBUDSMAN OFFICE OR THE Y.E.S. LINE:

Email: [foi.info@state.or.us](mailto:foi.info@state.or.us)

Phone: 1-855-840-6036

Fax: 503-578-6592

Mail: 500 Summer St., N.E., R-17  
Salem, OR 97301



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OREGON FOSTER CHILDREN'S BILL OF RIGHTS  
**AS A CHILD OR YOUTH IN FOSTER CARE, HOW DO I...?**



## DID YOU KNOW THAT AS A YOUTH IN FOSTER CARE, YOU HAVE CERTAIN RIGHTS?

We hope that whether you are about to be placed or have been in foster care for a while, you will find the information helpful. The pamphlet gives you some how to's and necessary information to help you with your transition to adulthood. You will also find some helpful links and resources.

Your caseworker and other members of your team can also help. Your "team" may consist of your caseworker, CASA, attorney, foster parent, ILP Provider, or any other Supportive Adult you would like to include.

## HOW DO I GET A BANK ACCOUNT WHILE I AM IN FOSTER CARE?

**Rules can really vary** so it is best to check with your local bank or credit union in your community. For example, some credit unions may allow a youth to open a savings account at age 12 or older with or without a parent's or guardian's permission; you must have acceptable identification (see below for examples) and a minimum deposit. The amount of deposit can vary depending on the type of account.

Your caseworker and other members of your team can help you by making sure you have at least the following documents:

- \* Your Social Security card with matching name and number;
- \* Your birth certificate;
- \* A driver's license, other form of Oregon identification or a lawful permanent resident (LPR) card.

For additional information and tips on managing your money wisely, budgeting, credit and other financial advice:

**Teens can check out:** [www.handsontbanking.org/htdocs/enj/](http://www.handsontbanking.org/htdocs/enj/)

**Young adults can check out:** [www.handsontbanking.org/htdocs/enj/](http://www.handsontbanking.org/htdocs/enj/)

## HOW DO I GET A DRIVER'S LICENSE IF I AM UNDER 18 AND IN FOSTER CARE?

Your caseworker and team should agree that you are ready for this big responsibility. You will find a great tool to help you with that decision at [www.dhs.state.or.us/cfsafety\\_model/procedure\\_manual/ch04/ch4\\_section13.pdf](http://www.dhs.state.or.us/cfsafety_model/procedure_manual/ch04/ch4_section13.pdf)

Here's another handy resource to use with your caseworker: [www.dhs.state.or.us/cfsafety\\_model/procedure\\_manual/appendices/ch4-app4-28.pdf](http://www.dhs.state.or.us/cfsafety_model/procedure_manual/appendices/ch4-app4-28.pdf)

**If you are in the care and custody of DHS, you will need permission from the agency (DHS program manager or branch designee - usually the branch manager) to get your driver's permit and/or license.** The following link has all of the requirements for obtaining a driver's permit or driver's license: [www.oregon.gov/edot/dmvt/teen/pages/license.aspx](http://www.oregon.gov/edot/dmvt/teen/pages/license.aspx)

In addition, here is a link to a DMV guide that helps walk you through the process: [www.dhs.state.or.us/cfsafety\\_model/procedure\\_manual/appendices/ch4-app4-28.pdf](http://www.dhs.state.or.us/cfsafety_model/procedure_manual/appendices/ch4-app4-28.pdf)

You can develop the safe driving skills to get a driver's license by taking a driver's education course. Financial assistance may be available to help with those costs. However, you must be covered by insurance on the car you will be driving and DHS is **not** responsible for insurance premiums.

## IF I WANT TO CAN I STAY IN FOSTER CARE AFTER TURNING 18?

It may be possible to remain in care after you turn age 18. Talk to your caseworker and your team (including the judge) about your options. Your own participation in planning for your transition and future will help ensure your ideas and dreams are being heard and can receive assistance and supports to reach your educational, independent living skills and housing goals. To access services after you leave foster care, you will need to go to the local DHS Child Welfare office and request "voluntary services."

## HOW DO I ACCESS THE TUITION AND FEE WAIVER?

The Free Application for Federal Student Aid (FAFSA) at [www.fafsa.ed.gov](http://www.fafsa.ed.gov) is used as the application for Oregon's Foster Youth Tuition and Fee Waiver. To qualify, you must meet both foster care and higher education requirements.

For the foster care eligibility requirements, you must:

- \* Have been in foster care under the care and custody of Oregon's DHS Child Welfare or one of Oregon's nine federally recognized tribes' child welfare for at least 180 days after age 14; AND
- \* Not leave foster care and custody prior to your 16th birthday.

For the higher education requirements, you must:

- \* Enroll at one of Oregon's public colleges or universities for undergraduate studies.

- \* Qualify for financial aid;
- \* Complete 30 hours of volunteer activities to maintain eligibility for the waiver in year two and the following years.

**Note:** You need to enroll prior to age 25. If you are still in the program at age 25, you can continue receiving the waiver until you have met the equivalent of four years of undergraduate studies (as long as you are making satisfactory progress).

For additional information, go to [www.oregon.gov/dhs/children/fostercare/ILP/Pages/FinancialAid.aspx](http://www.oregon.gov/dhs/children/fostercare/ILP/Pages/FinancialAid.aspx)

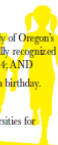
## HOW DO I GET A COPY OF MY CREDIT REPORT?

Talk to your caseworker and your team. Federal law requires DHS to provide credit reports to you as a youth in DHS's legal custody beginning at age 14 and every year after that until you are no longer in the legal custody of DHS. DHS is also required to help youth in foster care identify and resolve any issues on your credit report. Be sure you have a copy of your Social Security card and birth certificate; the credit bureau requires this identification to help resolve any credit issues. For more information about youth credit and resources, go to [www.aecf.org/~jmc/dhs/PolicyTopics/Childs20Welfare/are%20Permanence/OregonYouthandCredit/YouthandCredit.pdf](http://www.aecf.org/~jmc/dhs/PolicyTopics/Childs20Welfare/are%20Permanence/OregonYouthandCredit/YouthandCredit.pdf)

## HOW DO I GET MEDICAL, DENTAL, VISION AND MENTAL HEALTH CARE SERVICES OR OTHER TREATMENT (INCLUDING SERVICES AND TREATMENTS AVAILABLE WITHOUT THE CONSENT OF MY PARENT, FOSTER PARENT OR CASEWORKER)?

If you are in foster care, you have an Oregon Health Plan (OHP) medical card. OHP covers these services. If you are 14 years of age or older, you are legally **allowed** to obtain some medical treatment without your parents' or caseworker's consent. However, it is a good idea to talk to your caseworker and/or foster parent about any questions or concerns you may have. For more information, go to **OHA Minor Rights Access and Consent to Health Care Guide and ORS 109.610-109.685 (Rights of Minors)** & <http://public.health.oregon.gov/HealthyPeople/Families/Youth/Documents/MinorConsent2012.pdf> & [www.oregon.gov/bkw/pdf/chapter\\_109\\_rights\\_of\\_minors.pdf](http://www.oregon.gov/bkw/pdf/chapter_109_rights_of_minors.pdf)

If you are 18 or older and signing out of Oregon state or tribal foster care, you are eligible for the Former Foster Care Youth Health (FFCYM) Program that ends at age 26. For more information, go to [www.oregon.gov/dhs/children/fostercare/ILP/Pages/Resources.aspx](http://www.oregon.gov/dhs/children/fostercare/ILP/Pages/Resources.aspx) (Health Care menu option).



# Oregon Revised Statutes Chapter 418 — Child Welfare Services 2013 EDITION

- (5) With respect to a foster child's rights under the federal and state constitutions, laws, including case law, rules and regulations:
- (a) To receive a document setting forth such rights that is age and developmentally appropriate **within 60 days of the date of any placement or any change in placement;**
- (b) To have a document setting forth such rights that is age and developmentally appropriate **posted at the residences of all foster parents, child-caring agencies and independent resident facilities;** and

**TO HAVE MY RIGHTS PROTECTED:**

- \* To have an attorney if I want one, and to request the judge appoint a CASA to my case
- \* To talk to my attorney in private
- \* To talk to my CASA in private
- \* To be notified of court hearings, reviews by the Citizen Review Board, and what is being decided about me and my family, taking into account my age and developmental stage
- \* To be invited to and provided transportation to court, taking into account my age and developmental stage, and to be able to talk to the judge in court about what I want and need
- \* To decide whether or not I want my attorney and/or CASA to speak for me
- \* To call the Foster Care Ombudsman Office (free from retaliation from my foster parents or anyone else) if my rights are violated or my needs are not being met

**TO MAKE DECISIONS FOR MYSELF:**

- \* To tell the court where I want to live and whether or not I want to be adopted
- \* To receive respect, be nurtured, and attend activities in accordance with my background, religious heritage, race, and culture within reasonable guidelines. To be allowed to dress and groom myself according to my culture, identity and within good hygiene standards for my health
- \* To determine and express my gender and sexual identity for myself
- \* To make major decisions that affect my life, in accordance with the law, my age and ability

**TO BE INFORMED:**

- \* About financial support available to me, including allowance, obtaining a bank account and getting a job
- \* About services and programs within or outside of the Department of Human Services that can provide me with support
- \* About where I can go for help
- \* About how to access my child welfare system works
- \* About documents I will receive upon leaving foster care regarding my education, health and employment such as my birth certificate, Social Security card (or number) driver's license or other form of state photo ID

**TO BE IN A PLACE THAT MEETS MY NEEDS:**

- \* To be in a foster care placement close to my family so that I can visit and maintain relationships important to me, if it's safe and in my best interest, and as deemed by my case plan, visitation plan, or the court
- \* To have reasonable access to my bedroom in the house or residence where I am living
- \* To have a curfew and house rules that are clear and fair and to have them explained to me from the beginning

**I UNDERSTAND THAT THE ADULTS IN MY LIFE MAKE RULES AND SET LIMITS TO PROTECT ME AND HELP ME MAKE GOOD DECISIONS. WHEN I NEED TO, I CAN CONTACT MY ATTORNEY OR CASA TO HELP ME AND TALK TO THEM PRIVATELY. IF I EVER NEED TO DO SO, I CAN TALK TO THE FOSTER CARE OMBUDSMAN ON THE YOUTH EMPOWERMENT AND SAFETY (Y.E.S.) LINE**

**MY 1-855-940-6076 OR FCO.INFO@STATE.OR.US ABOUT MY PROBLEM.**

Foster Child/Youth's Name \_\_\_\_\_

Child/Youth's Signature or Acknowledgment Rights Have Been Explained \_\_\_\_\_

ORKIDS Case Number & Person ID \_\_\_\_\_

DHS Caseworker or Supportive Adult's Name \_\_\_\_\_

Date Rights Explained to Foster Child/Youth \_\_\_\_\_

DHS Caseworker or Supportive Adult's Signature \_\_\_\_\_

DHS 900 (07/2012)

**DHS**  
Oregon Department of Human Services

# Oregon Revised Statutes

## Chapter 418 — Child Welfare Services

### 2013 EDITION

- (c) To have an **annual review of such rights** that is age and developmentally appropriate while the foster child is in substitute care.
- (6) To be provided with current and **updated contact information for adults** who are responsible for the care of the foster child and who are involved in the foster child's case, including but not limited to caseworkers, caseworker supervisors, attorneys, foster youth advocates and supporters, court appointed special advocates, local citizen review boards and employees of the Department of Human Services that provide certification of foster parents, child-caring agencies and independent resident facilities.
- (7) **To have a hotline phone number that is available to the foster child at all times for the purposes of enabling the foster child to make complaints and assert grievances regarding the foster child's care, safety or well-being.** [2013 c.515 §2]

# DHS 9015 - Important Contact Information Sheet

## OREGON FOSTER CHILDREN'S BILL OF RIGHTS IMPORTANT CONTACT INFORMATION

Child's or youth's name: \_\_\_\_\_

Case number/OR-Kids number: \_\_\_\_\_

Caseworker \_\_\_\_\_ Email \_\_\_\_\_ Phone \_\_\_\_\_

Supervisor \_\_\_\_\_ Email \_\_\_\_\_ Phone \_\_\_\_\_

Certifier \_\_\_\_\_ Email \_\_\_\_\_ Phone \_\_\_\_\_

Certifier's supervisor \_\_\_\_\_ Email \_\_\_\_\_ Phone \_\_\_\_\_

Branch manager \_\_\_\_\_ Email \_\_\_\_\_ Phone \_\_\_\_\_

After-hours phone number in case of an emergency (optional): \_\_\_\_\_

Attorney \_\_\_\_\_ Phone/email \_\_\_\_\_

\* Court Appointed Special Advocate (CASA) \_\_\_\_\_ Phone/email \_\_\_\_\_

\* Independent Living Program (ILP) provider \_\_\_\_\_ Phone/email \_\_\_\_\_

Local Citizen Review Board (CRB) Coordinator \_\_\_\_\_ Phone/email \_\_\_\_\_

**Y.E.S. (Youth, Empowerment & Safety) line** 1-855-840-6036  
Foster Care Ombudsman FCO.info@state.or.us  
Phone/email \_\_\_\_\_

### IF IN A FOSTER CARE AGENCY OR RESIDENTIAL PROGRAM

Licensing staff \_\_\_\_\_ Phone/email \_\_\_\_\_

### IF AN ICWA CASE

Tribal affiliation \_\_\_\_\_ Tribal worker \_\_\_\_\_ Phone/email \_\_\_\_\_

### OTHER SUPPORTIVE ADULTS AND ADVOCATES

\_\_\_\_\_ Phone/email \_\_\_\_\_

\_\_\_\_\_ Phone/email \_\_\_\_\_

Date provided to child/youth \_\_\_\_\_ DHS staff providing/explaining list to youth \_\_\_\_\_ Role \_\_\_\_\_

[WWW.OREGON.GOV/DHS/CHILDREN/FOSTERCARE/PAGES/IND\\_LIVING/ILP.ASPX](http://WWW.OREGON.GOV/DHS/CHILDREN/FOSTERCARE/PAGES/IND_LIVING/ILP.ASPX)

This document can be provided upon request in an alternate format for individuals with disabilities or in a language other than English for people with limited English skills. To request this publication in another format or language, contact 503-378-3486 or 503-378-3523 for TTY.

# CF-0262 - Foster Children's Sibling Bill of Rights

## OREGON FOSTER CHILDREN'S SIBLING BILL OF RIGHTS I HAVE THE RIGHT:

- ★ To live in the same home as my siblings if possible
- ★ To see and talk to my siblings in person, through letters, by phone, email or in other electronic ways
- ★ To help make a plan that lists how I will see and talk to my siblings and I will see and talk to each other
- ★ To be able to talk and visit with my siblings in a natural setting with privacy
- ★ To be told why I cannot live with, talk to or see my siblings if I am not able to
- ★ To have help with transportation so I can see and talk to my siblings
- ★ To live with foster parents who are trained on the importance of sibling relationships
- ★ To work with caseworkers who are trained on the importance of sibling relationships
- ★ To have continued sibling contact and visits encouraged whenever my siblings are able to visit



**IF I HAVE QUESTIONS OR NEED HELP, I CAN ASK AN ADULT I TRUST OR CALL THE FOSTER CARE OMBUDSMAN AND SAFETY (Y.E.S.), 1-855-840-6036 OR FCO.INFO@STATE.OR.US.**

You can get this document in other languages, large print, braille or a format you prefer. Contact 503-378-3486. We accept all relay calls or you can dial 711.

## OREGON FOSTER CHILDREN'S SIBLING BILL OF RIGHTS I HAVE THE RIGHT:

- ★ To live with my brothers and sisters in foster care if possible
- ★ To have the adults in my life help me stay connected to my brothers and sisters if we are living or going to live in different families
- ★ To help make a plan about how I will see and talk to my brothers and sisters
- ★ To be told why I cannot live with, talk to or see my brothers and sisters if I am not able to



- ★ To have foster parents and caseworkers who know how important my brothers and sisters are to me
- ★ To be told if something changes with my brothers and sisters
- ★ To have my attorney tell the other adults in my life how I want to talk to and see my brothers and sisters



**IF I HAVE QUESTIONS OR NEED HELP, I CAN ASK AN ADULT I TRUST OR CALL THE FOSTER CARE OMBUDSMAN AT YOUTH, EMPOWERMENT AND SAFETY (Y.E.S.), 1-855-840-6036 OR FCO.INFO@STATE.OR.US.**

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**DHS**  
Oregon Department of Human Services

CF 0262 | 12/2017

# CF 1019A- Foster Parent Bill of Rights

- Part of ORS since 2006 (ORS 418.648)
- GAO added as contact in 2016

Be It Enacted *by the People of the State of Oregon:*

## FOSTER PARENT BILL OF RIGHTS

### A FOSTER PARENT HAS THE RIGHT TO:

1. Be treated with dignity, respect and trust as a member of a team, including respect for the family values and routines of the foster parent.
2. Be included as a valued member of a team that provides care and planning for a foster child placed in the home of the foster parent.
3. Receive support services, as resources permit, from the Department of Human Services that are designed to assist in the care of the foster child placed in the home of the foster parent.
4. Be informed of any condition that relates solely to a foster child placed in the home of the foster parent that may jeopardize the health or safety of the foster parent or other members of the home or alter the manner in which foster care should be provided to the foster child. The information shall include complete access to written reports, psychological evaluations and diagnoses that relate solely to a foster child placed in the home of the foster parent provided that confidential information given to a foster parent must be kept confidential by the foster parent, except as necessary to promote or to protect the health and welfare of the foster child and the community.
5. Have input into a permanency plan for a foster child placed in the home of the foster parent.
6. Receive assistance from the department in dealing with family loss and separation when the foster child leaves the home of the foster parent.
7. Be informed of all policies and procedures of the department that relate to the role of the foster parent.
8. Be informed of how to receive services and to have access to department personnel or service providers 24 hours a day, seven days a week.
9. Initiate an inactive referral status for a reasonable period of time, not to exceed 12 months, to allow a foster parent relief from caring for foster children.
10. Not be discriminated against on the basis of race, color, religion, sex, gender identity, gender expression, sexual orientation, national origin, age or disability.
11. Be notified of the foster parent's right to limited participation in proceedings in the juvenile court and provided with an explanation of that right.



I CAN CONTACT THE GOVERNORS ADVOCACY OFFICE AT 800-442-5238  
OR EMAIL [DHS.INFO@STATE.OR.US](mailto:DHS.INFO@STATE.OR.US) TO DISCUSS MY CONCERNS.



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ORS 418.648 — Enacted on January 1, 2006



CF 1019A (Rev. 01/2016)

# Oregon Revised Statutes

## Chapter 418 — Child Welfare Services

### 2013 EDITION

#### **418.202 Oregon Foster Children's Bill of Rights; rules.**

- (1) The Department of Human Services shall adopt rules establishing the Oregon Foster Children's Bill of Rights, specifying the rights of foster children consistent with the provisions of ORS 418.201.
- (2) **The department shall periodically review the rules** establishing the Oregon Foster Children's Bill of Rights to ensure that the bill of rights complies with the principles and requirements set forth in ORS 418.201. The department shall **promote the participation of current and former foster children in the development of the rules** constituting the Oregon Foster Children's Bill of Rights and the development of state foster care and child welfare policy. [2013 c.515 §3]



# FOSTER CARE OMBUDS REPORT

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<https://www.oregon.gov/dhs/ABOUTDHS/Documents/FCO-FY21-report.pdf>

**“I understand that the adults in my life make rules and set limits to protect me and help me make good decisions. When I need to, I can contact my attorney or CASA advocate to help me and talk to them privately. If I ever need to do so, I can contact the Foster Care Ombuds at Youth, Empowerment and Safety (Y.E.S.) 1-855-840-6036 and talk to them about my problem.”**

# Contact Information

**Governor's Advocacy Office**

**Toll free: 1-800-442-5238**

**(503) 945-6904**

[GAO.info@odhs.oregon.gov](mailto:GAO.info@odhs.oregon.gov)

[GAO.CR@odhs.oregon.gov](mailto:GAO.CR@odhs.oregon.gov)

**Foster Care Ombuds**

**Y.E.S. Foster Care Hotline 1-855-840-6036**

[FCO.info@odhs.oregon.gov](mailto:FCO.info@odhs.oregon.gov)

**Mo:** [maurice.glenn@odhs.oregon.gov](mailto:maurice.glenn@odhs.oregon.gov)

**Darin:** [DARIN.MANCUSO@odhs.oregon.gov](mailto:DARIN.MANCUSO@odhs.oregon.gov)

**OWL site:**

<https://dhsoha.sharepoint.com/teams/Hub-ODHS-GAO>

**Public-facing website:**

<https://www.oregon.gov/dhs/aboutdhs/pages/gao.aspx>