

Children's Bureau Client Rights, Responsibilities, and Grievance Procedure

Client Rights: You have the right to the following:

- Receive private/confidential and individualized services;
- Receive services, during the scheduled hours of your program, at times that are convenient for you and your family;
- Ask to review your record except under certain conditions (please ask your worker for details);
- Ask questions about any service or procedures (i.e. care, treatment, and service plan);
- Request the correction of information that you believe may be wrong or add written material of your choosing;
- End counseling and/or services at any time; however, if you are a court-ordered client, please keep in mind that there may be negative consequences for ending services;
- Receive services that are free from prejudice or discrimination and allow you the freedom to express and practice religious and spiritual beliefs;
- Receive services that, as appropriate, accommodate your visual, auditory, linguistic, and motor abilities;
- Comment on Children's Bureau services and/or inform us of unmet needs;
- Receive services or written information in your native language if requested;
- File a concern and/or grievance with Children's Bureau or an outside regulatory entity if you are unsatisfied with services;
- If you are not eligible for services based on state policy, you must follow the approved procedure for appealing this decision outside of this grievance process.

Client Responsibilities: You are expected, as a client of the agency, to do the following:

- Keep appointments or call to reschedule;
- Make an effort to participate in counseling, group, or other activities;
- Communicate openly and honestly;
- Complete contracts entered into with your worker/agency.

Failure to follow these expectations will result in termination of services.

Children's Bureau Responsibilities: Understand that there are certain situations in which Children's Bureau and your worker is required by law to reveal information obtained during services without your permission, this may include:

- if you threaten bodily harm or death to another person, or yourself;
- if you reveal information about child abuse or neglect;
- if you violate a court order;
- if your counseling is court ordered;
- if your worker or records are subpoenaed by court;
- if you are a minor, certain information may need to be shared with your parent/legal guardian to get any additional help that you may need. Your parent/legal guardian also has the right to review your records

Client Concern and Grievance Procedure: The staff at Children's Bureau will make every effort to meet your needs. If you feel that you are not receiving the assistance that you need, please feel free to take the following steps:

- 1) Call your assigned worker. If your worker is not available, please leave a detailed voicemail message letting your worker know that you would like to speak with them about a concern that you have. The worker is expected to schedule an appointment with you within 5 working days. Your worker is responsible for putting the concern in writing, reading it back to you to verify correct information, and gathering signatures on the document. You will need to indicate on the signed document whether the concern is resolved or unresolved. If the concern cannot be resolved in conversation with your worker, the document will be forwarded on to the program director; this is considered the filing of a formal grievance.
- 2) It is your worker's responsibility to forward the document to the program director and the program director's responsibility to schedule an appointment with you within 7 working days. The program director is responsible for putting the grievance in writing, reading it back to you to verify correct information, and gathering signatures on the document. You will need to indicate on the signed document whether the grievance is resolved or unresolved. If your grievance is not resolved, it will be forwarded to the Vice President of the program.
- 3) It is the responsibility of the program director to contact the Vice President (VP) of the program that you are receiving services from. It is the responsibility of this person to schedule an appointment with you within 10 working days. The VP of the program is responsible for putting the grievance in writing, reading it back to you to verify correct information, and gathering signatures on the document. You will need to indicate whether the concern is resolved at this step or unresolved. If your grievance is not resolved, it will move to the next step. If your concern cannot be resolved with the vice president of the program you are receiving services from, your grievance will be forwarded to the Chief Executive Officer.
- 4) It is the responsibility of the vice president of the program that you are receiving services from to forward your concern to the Chief Executive Officer. It is the responsibility of Chief Executive Officer to schedule an appointment with you within 10 working days. Your grievance will be discussed and reviewed at this time. The Chief Executive Officer shall be the final level of formal grievance and all decisions made will be considered final.

If you are unhappy with the final outcome of the grievance, you may file a complaint with an external regulatory entity.

