



Oregon

Kate Brown, Governor



Oregon Department of Human Services

Office of the Director

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Title: [HB 2106](#), GAO: Establishing the Office of the Human Services Ombuds

Concept:

Amend ORS 21.007, 409.185, 417.805, 417.810, 417.815, 417.825 and 419B.035 to change the Office of the Children's Advocate to the Office of the Human Services Ombuds, rename the Children's Advocate the Human Services Ombudsperson, update the scope of the office, require just cause for termination of the Human Services Ombudsperson, and establish the background and experience required to serve as the Human Services Ombudsperson.

Need for policy change:

The work of the Oregon Department of Human Services (ODHS) and the Governor's Advocacy Office (GAO) has continued to grow and evolve over the years, which results in a greater variety of concerns being brought to the GAO. Currently, the only statutory reference to the work of the GAO is the statute that establishes the duties and responsibilities of the Office of the Children's Advocate. In practice, the GAO does the work of the Children's Advocate and similarly acts as an ombuds office for all individuals affected by ODHS action.

[House Bill \(HB\) 2106](#) will help GAO better serve Oregonians and DHS clients, by codifying its current scope of work in statute and making other needed updates to more accurately reflect its duties. [HB 2106](#) seeks to achieve this by;

- Renaming the Office of Children's Advocate to establish the Office of the Human Services Ombuds.
- Renaming the Children's Advocate to the Human Services Ombudsperson.
- Expanding the scope of the office to reflect ODHS programs.
- Establishing the desired background and professional experience for the Human Services Ombudsperson.
- Requiring just cause for the termination of the Ombudsperson.

For more information please contact:

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