

Report on Client Bill of Rights Survey
Open period: July 23 - August 17, 2021

Total Responses: 94

85 in English
6 in Spanish
2 in Arabic
1 in Russian

Top identified goals in the current draft of the Client Bill of Rights:

Answer choices	English	Spanish	Arabic	Russian
Clear and easy language access for all clients that does not require additional advocacy or multiple steps to get this support	88.24% (75)	100% (6)	100% (2)	100% (1)
Clear and easy ways to receive support if a client has a physical or mental disability without needing to provide documentation	87.06% (74)	100% (6)	100% (2)	100% (1)
Client's gender is honored and respected including pronouns. Applications allow for self-declaration of gender markers or the ability to opt-out	82.35% (70)	66.67% (4)	100% (2)	0.0% (0)
All clients have the right to an interpreter, advocate and/or peer support with a clear procedure to make this request	90.59% (77)	100% (6)	100% (2)	0.0% (0)
Phone interactions include limited wait times (no more than 15 minutes), clear guidance on how to access what is needed in client's language, and no disconnected interactions.	77.65% (66)	66.67% (4)	100% (2)	0.0% (0)
A clear application timeline including specifics on turnaround time for response from an application, receiving an interview, and receiving an eligibility decision.	83.53% (71)	66.67% (4)	100% (2)	0.0% (0)
ODHS develops an agency-wide framework and timeline for becoming a Trauma Informed agency with guidance from experts.	78.82% (67)	50.0% (3)	100% (2)	0.0% (0)
No sexual harassment	87.06% (74)	66.67% (4)	100% (2)	0.0% (0)
Accurate and easily-understood information about the clients' case and transparency on benefits decisions. This includes eligibility workers willing to answer client questions in transparent and accurate ways that inform clients on their choices including the impacts and outcomes of their answers to eligibility and programmatic decisions.	84.71% (72)	100% (6)	100% (2)	0.0% (0)
Each client should receive written assurance of privacy and confidentiality	77.65% (66)	100% (6)	100% (2)	0.0% (0)
A clear procedure for reporting issues & support that guarantees no worker retaliation	85.88% (73)	83.33% (5)	100% (2)	0.0% (0)
ODHS provides a space to engage with clients regularly that inform their policy and procedures	75.29% (64)	50.0% (3)	100% (2)	0.0% (0)
Client rights are clearly displayed within office settings, on the ODHS website, and in the application packet or portal including in all client languages	83.53% (71)	83.33% (5)	100% (2)	0.0% (0)
ODHS documents and publicizes metrics that track client rights to ensure transparency and accountability.	78.82% (67)	33.33% (2)	100% (2)	0.0% (0)
Total respondents	85	6	2	1

Highest rated: Rights to interpreters, advocates and peer support, 85/94 or 90.4% of respondents

Lowest rated: ODHS space to engage with clients, 69/94 or 73.4% of respondents

Suggestions for additions:

Client protections and treatment -

- Peer review process for applicants and participants in confidence without retaliation
- Advocates present for all interactions with clients
- Attitude changes - less judgment, gatekeeping, skepticism from ODHS, instead an attitude of wanting to get people on the benefits they need
- No racial or ethnic discrimination
- Workers will follow through on commitments made to clients, or offer a timely explanation, and alternate plan.
- Allowing clients to fill out the online application without an email, providing other contact information instead.

Availability of Bill of Rights -

- Making the Client Bill of Rights available in more forms than just written somewhere, have it gone over and known by all clients

More training for ODHS -

- Poverty-informed training for all DHS employees through Communication Across Barriers to ensure that clients are treated with dignity by the people working their cases and answering their questions
- Clear language and training for ODHS staff on policies and benefits available, so that they can properly explain policies to clients
- Smaller caseloads for caseworkers
- All front-line staff members are trained on customer service, diversity, equity, and inclusion
- Staff are trained and available to answer questions on application process for clients

Definitions and category improvements -

- Defining sexual harassment by working with Oregon Coalition Against Domestic and Sexual Violence and/or the Oregon Attorney General's Sexual Assault Task Force
- Expanding gender options for participants, from comment: gender should be "freeform as the gender suggestion is, above. Q Corp has a pretty good package of roll-up standards to allow the agency to meet its federal reporting requirements without constraining how people report information about themselves."

Process/Recertification Improvements -

- Clarity on what is expected around financial reporting and documentation, more specificity than "prior month's earnings", the ability to talk it over with a caseworker
- Clarification of questions and what they are asking for
- "Accessing a wage report rather than making clients struggle to provide proof of income"
- A mobile system for recertification, easy way to renew benefits from year to year

Benefits expansion -

- "A 'path to independence' where benefits phase out in a way that earning something more than you had before doesn't put you over a threshold and totally disqualify you from a program."
- Inclusion and fair treatment of non-citizens in benefits programs

Demographics

Racial demographics -

- White/Caucasian - 52
- Latinx/Hispanic - 15
- Declined to answer - 7
- Black/African American - 6

- Native American/Indigenous - 3
- Slavic - 3
- Middle Eastern/Arab American/North African - 2

Gender -

- Women - 53
- Men - 14
- Declined to answer - 8
- Nonbinary - 5
- Transgender - 1
- Gender Nonconforming - 1

Sexual identity -

- Heterosexual/straight - 52
- LGBT2SQIA+ or queer - 18
- Declined to answer - 12
- Questioning - 1

Identification as disabled -

- No - 53
- Yes - 28

Impact of identity on interactions with ODHS -

- No - 54
- Yes - 27

Of the yes answers -

- 50% identify as disabled
- 40.7% identify as LGBTQ2SIA+ or Queer, 29.6% as Heterosexual or Straight and 29.6% declined to answer
- 65.4% identified as female, 15.4% as nonbinary, 3.8% as gender nonconforming, 0% identified as male, transgender or agender and 15.4% declined to answer
- 53.6% identified as white, 14.3% as Hispanic/Latinx, 10.7% as Black/African American (*this percentage is half of all Black respondents*), 3.57% as Native American/Indigenous, 3.57% as Middle Eastern/Arab American/North African, 3.57% as Slavic, 0% as Asian/Asian American and Native Hawaiian/Pacific Islander and 10.7% declined to answer.