



Client Bill of Right Survey Results



SNAP Community Advisory Board

Why a Client Bill of Rights now?

The SNAP Client Advisory Board has created a Client Bill of Rights campaign with the hope of enacting legislation that will ensure that all Oregonians seeking benefits are welcomed, supported, treated with respect and dignity, and provided with transparency while seeking assistance from the Oregon Department of Human Services (ODHS).





Top Identified Goals

- Clear and easy language access for all clients that does not require additional advocacy or multiple steps to get this support
- Clear and easy ways to receive support if a client has a physical or mental disability without needing to provide documentation
- Client's gender is honored and respected including pronouns. Applications allow for self-declaration of gender markers or the ability to opt-out
- All clients have the right to an interpreter, advocate and/or peer support with a clear procedure to make this request
- 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.
- A clear application timeline including specifics on turnaround time for response from an application, receiving an interview, and receiving an eligibility decision
- ODHS develops an agency-wide framework and timeline for becoming a Trauma Informed agency with guidance from experts.

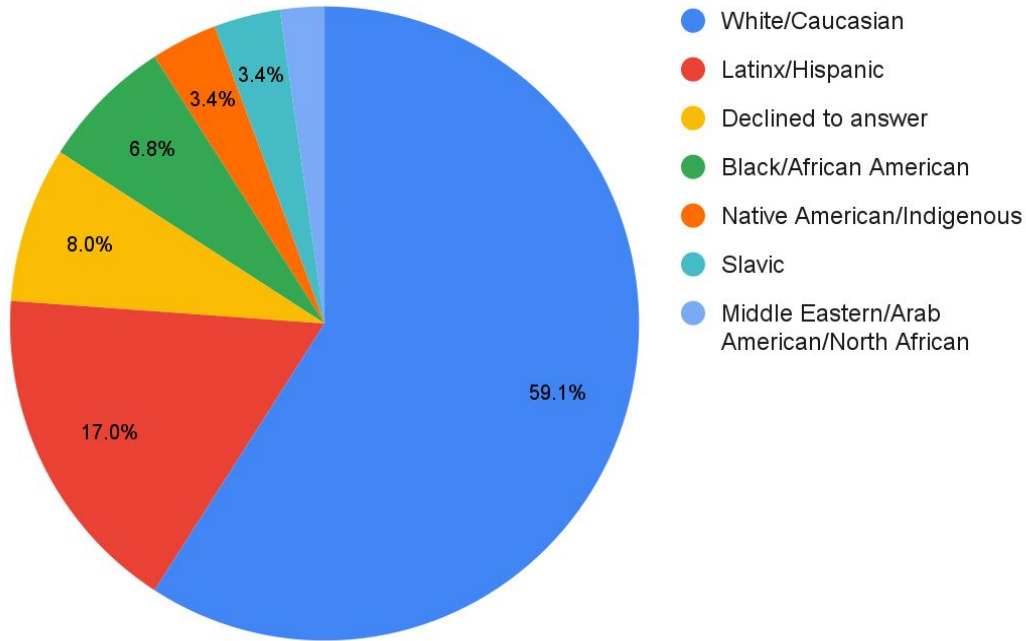


Continued

- No sexual harassment
- 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.
- Each client should receive written assurance of privacy and confidentiality
- A clear procedure for reporting issues & support that guarantees no worker retaliation
- ODHS provides a space to engage with clients regularly that inform their policy and procedures
- Client rights are clearly displayed within office settings, on the ODHS website, and in the application packet or portal including in all client languages
- ODHS documents and publicizes metrics that track client rights to ensure transparency and accountability.

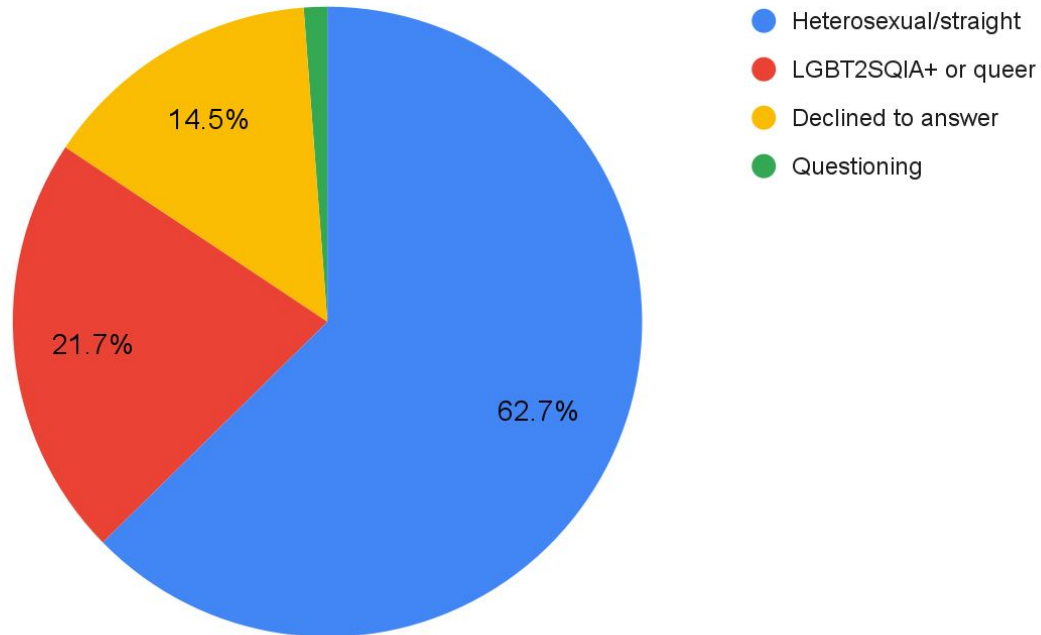
Survey Data - 88 answered demographic question:

CBOR Survey Respondents - Demographics



Survey Data - 83 answered sexual identity question:

CBOR Survey Respondents - Sexual Identity





THANK YOU