



# Client Rights and Responsibilities

## Clients have the right to:

- Receive quality services in a respectful manner without discrimination
- Make an informed choice of services
- Know the qualifications of staff who provide them with services
- Receive and understand information and instructions about their service needs
- Consent to or refuse services before they are provided
- Know the nature and purpose of services
- Refuse services, with the receipt of information on the consequences of refusal
- Be informed prior to any transfer or discharge from services
- Expect confidentiality of information and protection of their child welfare records
- Receive timely response to their needs along with reasonable continuity and coordination of services
- Know about charges for services
- Know how to voice any grievance about their services
- Receive services based on an individual service plan
- Be part of the process of updating the service plan when their needs change
- Receive all services at DCFS or be referred to another agency

## Clients have the responsibility to:

- Give accurate information about their mental health, substance use, and domestic violence issues as well as other circumstances which might impact upon the care of their children
- Assist by making and keeping a safe environment
- Notify the agency if scheduled appointments need to be changed
- Notify the agency if there is a change in your living arrangements
- Work with staff in planning, reviewing and changing their individual service plan
- Inform staff immediately if they have any concerns or problems with the service they are receiving

