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