IZINA RY'UMUKIRIYA	NOMERO IKURANGA YA ACES

Uburenganzira n'inshingano byawe igihe uhabwa serivisi zitangwa na diviziyo ishinzwe serivisi zitangirwa mu rugo no mu muryango mugari na diviziyo ishinzwe serivisi z'abafite ubumuga

Your Rights and Responsibilities When You Receive Services Offered by Home and Community Living Administration and Developmental Disabilities Administration

Serivisi ziboneka

Ufite uburenganzira bwo guhitamo serivisi ushaka muzo wemerewe guhabwa. Guhabwa serivisi ni ubushake. Serivisi zishobora kwishyurwa na diviziyo ishinzwe serivisi zitangirwa mu rugo no mu muryango mugari na diviziyo ishinzwe serivisi z'abafite ubumuga zishobora kutabasha gufasha mu byo ukeneye byose.

HCLA na DDA batanga serivisi muri ibi:

- Urugo rw'abantu bakuze, urugo rw'abakeneye ubufasha mu mirimo ya buri munsi, ikigo cy'abakeneye serivisi zisumbuye, ikigo cyita ku bantu bakuze, ICF/ID, urugo rw'abakirutse uburwayi, urugo rurereshwa abana, inzu yemewe y'abana bato badashobora kubana n'imiyango yabo; amazu ya DDA, amazu ahugura amatsinda; CYANGWA
- Urugo rw'umuntu bwite. **Icyitonderwa:** HCLA na DDA ntibatanga serivisi zo kwitabwaho zihariye zishyuwe amasaha 24 ku munsi mu rugo rw'umuntu. Niba hifuzwa kwitabwaho amasaha 24, ubwo ubundi buryo bwa serivisi bwatekerezwaho.

Muri iyi nyandiko, umukozi ushinzwe dosiye yawe mu kigo kikwegereye cyita ku bantu bakuze, umukozi ushinzwe dosiye yawe muri DDA, umujyanama muri serivisi zo kwitabwaho, umujyanama mu bijyanye n'ubuvuzi, inzobere mu gusuzuma serivisi zitangirwa mu rugo no mu muryango mugari cyangwa umukozi ushinzwe dosiye mu kigo cyita ku bantu bakuze cya HCS yitwa **umukozi ushinzwe dosiye (case worker)**.

Uburenganzira bwawe

Ufite uburenganzira kuri ibi:

- Ufatwe icyubahiro, kubahwa kandi nta vangura;
- Saba umutungo wawe mu cyubahiro;
- Kora ku bufatanye n'umukozi wawe mu gutegura gahunda yawe;
- Gira serivisi zabasemuzi baguha kubuntu niba udashobora kuvuga cyangwa kumva icyongereza neza;
- Gira amakuru kukwerekeye kugumya kwihererana kurenza amategeko n'amabwiriza ya DSHS;
- Ntugahatirwe gusubiza ibibazo cyangwa gukora ikintu udashaka;
- Kubwirwa serivisi zose ushobora guhabwa no guhitamo serivisi ushaka cyangwa udashaka;
- Kubwirwa mu nyandiko ibyemezo by'ikigo no guhabwa kopi ya gahunda yawe yo kwitabwaho cyangwa incamake ya gahunda y'ubufasha;
- Kwanga serivisi zose;
- Guhitamo, kwirukana cyangwa guhindura utanga serivisi ubifitiye ubushobozi;
- Guhabwa ibisubizo by'isuzuma ry'ahashize kuri buri muntu utanga serivisi wahisemo;
- Vugana n'umuyobozi niba wowe n'umukozi wawe mu rubanza mutabyemeranyaho;
- Gutanga ikirego cyangwa kuvuga impungenge bijyanye n'imikorere ya leta cyangwa y'utanga serivisi igihe cyose bibayeho mu guteganya ibikorwa byo kwitabwaho, muri gahunda y'ubuvuzi, muri serivisi cyangwa ikindi kintu kitakunyuze mu rugo no mu muryango mugari. Ufite uburenganzira bwo gutanga ikirego kandi ntihabeho kwihorera. Ushobora gutanga ikirego cyangwa kuvuga impungenge ufite uhamagara 1-800-737-0617, wohereza imeyili kuri grievances@dshs.wa.govcyangwa usaba umukozi ubonetse wese wa DDA cyangwa HCLA amakuru ajyanye n'uko ikirego gitangwa;
- Saba iburanisha ry'ubuyobozi nubwo watanze ikirego;
- Tanga ikirego udatinya kugirirwa nabi nubwo wasabye kuburanishwa n'ubuyobozi;
- Kuvugana n'umuvugizi uhamagara 1-888-201-1014; no
- Ntugakoreshe nabi, wirengagijwe, ikoreshwa mu bukungu, cyangwa ngo utereranwe. Ukeneye ibisobanuro kuri izi ngingo, wasura: https://www.dshs.wa.gov/altsa/home-and-community-services/types-and-signs-abuse. Niba wowe cyangwa undi muntu uzi mukorerwa ihohoterwa, kwirengagizwa cyangwa kunyunyuzwa imitsi, wahamagara DSHS ku buntu kuri 1-866 (End Harm) /1-866-363-4276 kugira ngo uvugane n'umukozi wagufasha.

Barcode label

16172

IZINA RY'UMUKIRIYA	NOMERO IKURANGA YA ACES

Inshingano zawe

Ufite inshingano zo:

- Ko gutuma ushinzwe umukozi arangiza byoroshye isuzuma byibura buri mwaka mu gace kakunogeye;
- Ko gutuma ushinzwe umukozi asuzuma aho utuye byibuze buri mwaka;
- Kuduha amakuru ahagije afasha kurangiza isuzuma ryawe no kudufasha guhuza ibikorwa bya gahunda y'ubuvuzi bwawe;
- Kubwira umukozi wawe ku bibazo niba hari undi ugufatiye ibyemezo by'ubuvuzi cyangwa by'imari;
- Gira uruhare mu guteza imbere gahunda yawe yo kwitaho cyangwa kugutera inkunga, hanyuma uyishyireho umukono;
- Gusubiza no guha amakuru umukozi ushinzwe dosiye yawe kandi ku gihe;
- Guhitamo ubuvuzi bwawe bwite;
- Guhitamo umufasha wujuje ibyangombwa;
- Komeza utanga amakuru y'ahashize kugenzura amakuru y'ibanga;
- Gusobanukirwa n'uwaguhaye serivisi ntashobora kwishyurwa kubikorwa cyangwa amasaha atemerewe;
- Kubwira umukozi wawe ikibazo niba ufite ibibazo n'umuhesha wawe cyangwa niba utabonye amasaha asabwa n'uwaguhaye;
- Kwishyura uwaguhaye buri kwezi niba agufasha kwishyura amafaranga yawe;
- Gutanga ahantu ho gukorera hatekanye;
- Kutagira icyo ukora cyagira uwo gishyira mu kaga;
- Kumenyesha umukozi ushinzwe dosiye yawe mbere yo kugenda, igihe waba ugiye mu rugendo hanze ya leta ya Washington ujyanye n'ukwitaho ubwawe; no
- Kubwira umukozi wawe ku bibazo niba hari impinduka muri:
  - ✓ Uburyo bw'ubuvuzi bwawe;
  - ✓ Ubufasha uhabwa n'umuryango, inshuti cyangwa ibindi bigo;
  - ✓ Uko ubukungu bwawe buhagaze;
  - ✓ Aho uhererwa serivisi zo kukwitaho;
  - ✓ Aho utuye muri leta ya Washington; cyangwa
  - ✓ Aho utuye – urategura kwimuka cyangwa ubu utuye hanze ya leta ya Washington.

Inshingano z'Ushinzwe Umukozi

Ushinzwe umukozi wawe afite inshingano zo:

- Kukubahana indangagaciro n'icyubahiro
- Kukurindira ubusugire bwite bwawe;
- Kukubwira ibyo HCLA na DDA bashobora n'ibyo badashobora kugukorera;
- Guhabwa amakuru nawe ndetse n'abandi kugira ngo bakore isuzuma maze bamenye urwego rw'ubufasha ukeneye, banahitemo serivisi wazatoranyamo.
  - ✓ Isuzuma rizaba ririmo imbaraga zawe, imbogamizi, intego n'ibyo ukunda.
  - ✓ Isuzuma rizaba ririmo ubufasha usanzwe ubona cyangwa ushobora kubona mu muryango cyangwa izindi nzego n'uburyo wifuza ko serivisi zikorwa;
- Kugufasha gutegura gahunda yo kwita cyangwa gahunda yo gutera inkunga kugaragaza ubufasha hamwe no kwita ku muntu kandi ikubiyemo intego zawe bwite, ibyo ukunda, n'amahitamo yawe;
- Kubona amakuru avuye kuri wowe no kuvugurura gahunda yo kwitaho cyangwa gahunda yo kugoboka buri mwaka cyangwa mugihe imiterere yawe ihindutse;
- Aguha umwanya uhagije mu gutanga amakuru akenewe;
- Agukemurira ibibazo hamwe na gahunda yo kukwitaho cyangwa gahunda yo gufasha uko byiyongera;
- Kukubahira uburenganzira bwawe kandi agatanga ubufasha burenze mukugera kuri serivisi niba ufite ubumuga bwo mu mutwe, mu bwonko, mu byiyumvo, cyangwa ubumuga bw'umubiri; ndetse
- Kugufasha kubona umuhesha wujuje ibyangombwa niba udashoboye kumubona.

Barcode label

16172

IZINA RY'UMUKIRIYA	NOMERO IKURANGA YA ACES

Amabwiriza yisumbuye

Ufite uburenganzira bwo gutanga amabwiriza yisumbuye Amabwiriza yisumbuye ashobora kuba arimo ubushake bwo kubaho cyangwa imbaraga zirambye zo kwemerera umwunganizi mu kwita ku buzima Amabwiriza yisumbuye yerekana muri make ibyifuzo byawe bijyanye n'ubuvuzi ndetse/cyangwa ubuvuzi bwo mu mutwe, harimo uburenganzira bwo kwakira cyangwa kwanga ubuvuzi, ubuzima bwo mu mutwe, cyangwa kubagwa, mugihe udafite ubushobozi bw'intekerezo bwo gufata ibyemezo. Ushobora kuvanaho amabwiriza yisumbuye igihe icyo aricyo cyose.

Utora Serivisi yo Kwiyandikisha

Itegeko ry'Igihugu ryo kwiyandikisha mu Batora ryo mu 1993 risaba ibihugu byose gutanga ubufasha bwo kwandikisha abatora binyuze mu biro by'ubufasha rusange. Gusaba kwiyandikisha cyangwa kwanga kwiyandikisha mu gutora ntabwo bizahindura serivisi cyangwa ingano y'inyungu uzahabwa n'iki kigo. Niba ushaka ubufasha mukuzuza urupapuro rwabugenewe rwo gutora, tuzagufasha. Icyemezo cyawe cyo kwiyandikisha cyangwa kwanga kwiyandikisha kizagirwa ibanga kandi gikoreshwa gusa mu bikorwa byo kwiyandikisha. Niba wemera ko hari uwakubangamiye uburenganzira bwawe bwo kwiyandikisha cyangwa kwanga kwiyandikisha gutora, uburenganzira bwawe bwo kwiherera muguhitamo kwiyandikisha cyangwa gusaba kwiyandikisha gutora, cyangwa uburenganzira bwawe bwo kwihitiramo ishyaka ryawe bwite cyangwa ibindi ukunda politiki, ushobora gutanga ikirego hamwe na:

Washington State Elections Office
PO Box 40229
Olympia WA 98504-0229
1-800-448-4881

Umukono Wawe

Shyira umukono wawe munsi niba usobanukiwe uburenganzira n'inshingano byawe, ndetse n'inshingano z'umukozi ushinzwe dosiye yawe.

Umukono w'umukiriya	Itariki
Umukono w'uguhagarariye wemewe n'amategeko	Itariki

Itangazo rireba abakiriya n'abakozi (Title VI na VII), Ishami rishinzwe imibereho myiza n'ubuzima muri leta ya Washington ni umukoresha utanga amahirwe angana, kandi utavangura mu gice icyo ari cyo cyose cy'akazi, muri porogaramu cyangwa serivisi byaryo hashingiwe ku myaka, igitsina, igitsina werekezamo urukundo/uvugira, irangamimerere, ubwoko, imyemerere, ibara, igihugu ukomokamo, iyobokamana cyangwa imyemerere, ishyaka rya politiki, imimerere ijyanye n'igisirikare, uwavuye ku itabaro mu buryo bwubashywe, mu gihe cya Vietnam, uherutse gutandukana cyangwa indi mimerere irinzwe y'uwavuye ku itabaro, ubumuga ubwo ari bwo bwose mu byumviro, mu mutwe, ku mubiri cyangwa gukoresha imbwa zatojwe kuyobora cyangwa inyamaswa zatojwe gutanga serivisi ku muntu ufite ubumuga, kunganya umushahara cyangwa amakuru ajyanye n'imyororokere.

Barcode label

16172

Uburenganzira n’inshingano byawe igihe uhabwa serivisi zitangwa na diviziyo ishinzwe serivisi zitangirwa mu rugo no mu muryango mugari na diviziyo ishinzwe serivisi z’abafite ubumuga

Amabwiriza y’umukozi ushinzwe dosiye

1. Suzuma ifishi uri kumwe n’umukiriya kugira ngo usubize ibibazo byose bijyanye n’inshingano n’uburenganzira by’umukiriya. Hamwe n’umukiriya, suzuma isuzuma ry’ibanze rya CARE ze (cyangwa ku mpinduka zikomeye/ngarukamwaka niba ifishi itarashyirwaho umukono). Niba habayeho kuvugururwa kw’ifishi, saba umukiriya gushyira umukono kuri iyo nshya. Ifishi nshya y’uburenganzira n’inshingano by’umukiriya ivuguruye yashyizweho umukono n’umukiriya ayihawe n’umukozi ushinzwe dosiye isimbura izaherukaga gushyirwaho umukono.
2. Saba umukiriya cyangwa umuhagarariye gushyira umukono kuri kopi ebyiri z’ifishi kugira ngo yerekane ko yasobanukiwe uburenganzira n’inshingano by’umukiriya igihe ahabwa serivisi za diviziyo ishinzwe serivisi zitangirwa mu rugo no mu muryango mugari na diviziyo ishinzwe serivisi z’abafite ubumuga.
3. Bika kopi imwe muri dosiye elegitoroniki y’umukiriya no guha indi umukiriya.