

**Uburenganzira n'inshingano ufite  
 nk'umugenerwabikorwa wa serivisi zitangwa na  
 Ikigo cy'Inkunga y'Izabukuru n'Iy'Igihe Kirekire na  
 Ishami Rishinze Abafite Ubumuga bw'Imikurire  
 Your Rights and Responsibilities When You Receive Services  
 Offered by Aging and Long-Term Support Administration and  
 Developmental Disabilities Administration**

AMAZINA Y'UMUKIRIYA
NOMERO YA ACES

**Serivisi ziboneka:**

Ufite uburenganzira bwo kwihitiramo muri serivisi wemerewe guhabwa. Guhabwa serivisi bikorwa ku bushake. Serivisi Ikigo cy'Inkunga y'Izabukuru n'Iy'Igihe Kirekire (AL TSA) n'Ishami Rishinze Abafite Ubumuga bw'Imikurire (DDA) bishobora kwishyura zishobora kutagukemurira ibibazo byose ufite.

AL TSA na DDA bitanga serivisi mu bijyanye no

- Gushyira abakiriya mu bigo by'abageze mu zabukuru; gutanga amacumbi, ibikoresho, ibiribwa n'ubundi bufasha; guha amacumbi no gufasha abasezerewe mu bindi bigo; gutanga serivisi zo kwitabwaho n'abafite ibibazo bya gusa; abakiriya mu bigo birimo abafite ibibazo bya gusa; gushyira abana mu bigo bibacumbikira; gushyira abana mu bigo bifite ibyangombwa n'abakozi babitaho; gushyira abakiriya mu bigo by'amatsinda ya DDA, guhugura amatsinda, kwita ku bakiriya ku rwego rwisumbuye (ICF/ID); CYANGWA
- Guha umukiriya inzu ye bwite. **Icyitonderwa:** Inzego za AL TSA na DDA ntizitanga ubufasha bw'amasaha 24 ku munsu mu rugo rw'umuntu ku giti cye. Mu gihe hakenewe ubufasha bw'amasaha 24 ku munsu, hagomba gushakwa ubundi buryo bw'ubufasha.

Ushinzwe Gukurikirana Dosiye yawe muri AAA, Ushinzwe Amakuru ya Dosiye muri DDA, cyangwa Inzobere ishinzwe Serivisi Mbenezamubano za HCS Social Service bitwa **Ushinzwe Gukurikirana Dosiye** muri iyi nyandiko.

**Uburenganzira Bwawe**

Ufite uburenganzira bwo:

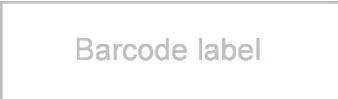
- Guhabwa agaciro, icyubahiro udakorewe ivangura;
- Kumenya amakuru akureba abitswe mu ibanga mu buryo buteganyijwe n'amategeko n'amabwiriza ya DSHS;
- Kudatashwa agaciro, kutirengagizwa, kudakoresherewe umutungo, cyangwa kudatashyirwa; niba wowe cyangwa umuntu uzi atashyirwa agaciro, yirengagizwa cyangwa akoresheya ku nyungu z'abandi, wahamagara numero itishyurwa ya DSHS kuri 1-866-(End Harm) / 1-866-363-4276 kugira ngo uvugane n'umukozi ushobora kugufasha;
- Gucungirwa umutungo wawe mu cyubahiro;
- Kumenyeshwa serivisi zose ushobora guhabwa kandi ugahitamo serivisi ushaka cyangwa udashaka;
- Gukorana n'ushinzwe gukurikirana dosiye yawe mu gushyiraho gahunda y'ubufasha ugenerwa;
- Kudatashyirwa gusubiza ibibazo cyangwa gukora ikintu udashaka ;
- Kumenyeshwa mu nyandiko ibyemezo by'ikigo no guhabwa kopi ya gahunda yawe y'ubufasha cyangwa incamake y'iyi gahunda;
- Kuvugana n'umugenzuzi mu gihe utumvikana n'umukozi ushinzwe gukurikirana dosiye yawe;
- Gusaba kuganira n'urwego rushinzwe ikibazo kabone n'iyi waba waratanze ikirego;

- Gutanga ikirego nta bwoba bwo kugirirwa nabi kabone n'aho waba warasabye kubonana n'urwego rushinzwe ikibazo;
- Kuvugana n'umwunganizi mu mategeko uhamagaye kuri 1-888-201-1014;
- Kwanga serivisi zose;
- Guhabwa serivise z'ubusemuze ku buntu mu gihe udashobora kumva cyangwa kuvuga icyongereza neza;
- Kwihitiramo, guhindura cyangwa kwirukana umukozi ukwitaho mukorana; no
- Guhabwa ibisubizo by'ibyavuye mu iperereza ryakozwe ku mukozi ukwitaho wihitiyemo.

**Inshingano Zawe**

Ufite inshingano zo:

- Kureka ushinzwe gukurikirana dosiye yawe akagukorerera isuzuma nibura rimwe mu mwaka ahantu hakubereye;
- Kureka ushinzwe gukurikirana dosiye yawe kureba aho uba n'uko ubayeho nibura rimwe mu mwaka;
- Kuduha amakuru ahagije kugira ngo tugukorerere isuzuma;
- Kubwira ushinzwe gukurikirana dosiye yawe niba hari undi muntu ugufatira ibyemezo mu rwego rw'ubuvuzi cyangwa urw'imikoreshereze y'amafaranga;
- Kugira uruhare mu gushyiraho gahunda y'ubuvuzi, kukwitaho cyangwa kugutera inkunga, no kuyishyiraho umukono;
- Kumva neza ko umukozi ukwitaho adashobora guhemberwa amasaha arenze ayemewe;
- Kwihitiramo uburyo bwo kuvurwa;
- Kwihitiramo umukozi ukwitaho ubifitiye ubushobozi;
- Koroshya akazi n'imikoranire;
- Kugira ibanga ibyavuye mu isuzuma ry'umukozi ukwitaho;
- Kubwira ushinzwe gukurikirana dosiye yawe niba ufite ikibazo ku mukozi ukwitaho cyangwa niba atagukorerera amasaha yose yatse gukora;
- Guhamba umukozi ukwitaho buri kwezi mu gihe utanga umusanzu mu bikorwa byo kukwitaho;
- Kutagira ikintu ukora cyagira uwo gishyira mu kaga; no
- Kubwira ushinzwe gukurikirana dosiye yawe mu gihe habaye impinduka:
  - ✓ Ku buzima bwawe;
  - ✓ Ku nkunga uhabwa n'umuryango wawe cyangwa ibindi bigo;
  - ✓ Ku ho wari utuye; cyangwa
  - ✓ Ku mikoro yawe.



## Inshingano z'Umukozi Ushinzwe Gukurikirana Dosiye

Umukozi ushinzwe gukurikirana dosiye yawe afite inshingano zo:

- Kuguha agaciro no Kukwitaho mu cyubahiro;
- Kukugirira ibanga;
- Kukumenyeshya icyo AL TSA na DDA bashobora cyangwa badashobora kugukorerwa;
- Kukwaka amakuru wowe n'abandi mu rwego rwo gukora isuzuma ngo hagaragazwe urwego ukeneyeho ubufasha no kwemeza serivisi ushobora guhitamo.
  - ✓ Isuzuma rizagaragaza aho ufite ingufu, intege nke, imigambi n'ibyo wifuza.
  - ✓ Isuzuma rizagaragaza ubufasha usanzwe uhabwa cyangwa ushobora guhabwa n'umuryango wawe cyangwa ibigo n'uko wifuza ko izo serivisi zikorwa;
- Kugufasha gushyiraho gahunda y'ubufasha cyangwa gahunda y'inkunga ikemura ibibazo ukeneyeho ubufasha hamwe n'ubuvuzi bwite kandi ikubiyemo imigambi bwite yawe, ibyo ushaka, n'amahitamo yawe;
- Kukwaka amakuru wowe n'abandi kugira ngo hagunda y'ubufasha cyangwa gahunda y'inkunga zawe zivugurwe buri mwaka cyangwa mu gihe habayeho impinduka mu mibereho yawe;
- Kuguha igihe gihagije cyo gutanga amakuru akenewe;
- Gukemura ibibazo biboneka muri gahunda yawe y'ubufasha cyangwa gahunda yawe y'inkunga uko bivutse;
- Kubahiriza uburenganzira bwawe no gutanga ubufasha burenzeho mu kukugeza kuri serivisi niba ufite ubumuga bwo mu mutwe, ubw'imyakura, mu mitekerereze cyangwa ubw'umubiri; no
- Kugufasha kubona utanga serivisi ubifitiye ubushobozi niba udashobora kumwibonera.

## Urwandiko ntangabubasha kwa muganga

Ufite uburenganzira bwo kwandika urwandiko ntangabubasha kwa muganga. Urwandiko ntangabubasha kwa muganga rugaragaza amahitamo ukoze azakurikizwa mu gihe utazaba ugishoboye kwifatira icyemezo mu by'ubuvuzi ukeneye. Urwandiko ntangabubasha kwa muganga ruvuga muri make ibyo wifuza mu kuvurwa umubiri cyangwa mu mutwe, harimo n'uburenganzira bwo kwemera cyangwa kwanga ubuvuzi busanzwe, ubwo mu buzima bwo mu mutwe cyangwa kubagwa, mu gihe utazaba ugishoboye kwifatira ibyemezo. Ushobora kandi gutesha agaciro urwandiko ntangabubasha kwa muganga igihe icyo ari cyo cyose.

Itangazo Rigenewe Abakiriya n'Abakozi (Umutwe wa VI n'uwa VII) Minisiteri y'Ubuzima n'Imibereho Myiza muri Leta ya Washington ni umukoresha udasumbanya abakozi kandi utavangura mu rwego urwo ari rwo rwose rw'akazi muri porogaramu cyangwa serivisi zose haba hashingiwe ku myaka, ku gitsina, amahitamo mu mibonano mpuzabitsina, ubwoko, imyemerere, ibara ry'uruho, inkomoko, idini, kuba waravuye ku rugerero mu cyubahiro, mu gihe cy'intambara ya Vietnam, ukiva ku rugerero cyangwa ikindi cyiciro cy'abavuye ku rugerero bahabwa amahirwe adasanzwe, ubumuga bw'ingingo, ubwo ku mubiri cyangwa bwo mu mutwe, kuba wifashisha imbwa yabugenewe cyangwa indi nyamanswa ifasha abafite ubumuga, iringaniza ry'imishahara cyangwa amakuru y'ibanze.

## Serivisi yo Gukora Lisiti y'Itora

Itegeko ryo Gukora Lisiti y'Itora ryo mu wa 1993 risaba leta zose gutanga ubufasha bwo kwandika abatora binyuze mu biro byazo byo gufasha abaturage. Gusaba kwiyandikisha cyangwa kwanga kwiyandikisha ku ilisiti y'itora ntacyo bizahindura kuri serivisi cyangwa ingano y'ibyo uzahabwa n'iki kigo. Niba wifuza ubufasha mu kwiyandikisha kuri lisiti y'itora, tuzagufasha. icyemezo cyawe cyo kwiyandikisha cyangwa kutiyandikisha kizagirwa ibanga kandi gikoreshwe gusa mu bijyanye no gukora lisiti y'itora. Niba wumva hari umuntu wabangamiye uburenganzira bwawe bwo kwiyandikisha cyangwa kutiyandikisha ku ilisiti y'itora, uburenganzira bwawe ku buzima bwite mu gufata icyemezo cyo kwiyandikisha cyangwa kutiyandikisha mu batora bwabangamiye, cyangwa uburenganzira bwawe bwo guhitamo ishyamba ryawe cyangwa ikindi cyifuzo cya politiki bwahohotewe, ushobora gutanga ikirego kuri iyi aderesi:

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

## Umukono wawe

Shyira umukono ku murongo uri aha hasi niba usobanukiye uburenganzira n'inshingano byawe ukanasobanukirwa inshingano z'ushinzwe gukurikirana dosiye yawe.

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UMUKONO W'UMUKIRIYA

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ITARIKI

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UMUKONO W'UMUHAGARARIYE MU MATEGEKO

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ITARIKI

**Uburenganzira n'inshingano ufite nk'umugenerwabikorwa wa serivisi zitangwa n' Ikigo cy'Inkunga y'Izabukuru n'Iy'Igihe Kirekire n'Ishami Rishinze Abafite Ubumuga bw'Imikurire.**

AMABWIRIZA

1. Ereka umukiriya iyi fishi mu gihe cy'isuzuma rya mbere rya CARE no mu kuvugurura gahunda y'ubufasha cyangwa gahunda zishamikiyeho. Niba umukiriya asanzwe ahabwa serivisi ariko mbere akaba atarigeze ashya umukono kuri iyi fishi, uzayihe ku isuzuma ritaha. Musubiranemo iyi fishi n'umukiriya kugira ngo musubize ibibazo byose byerekeranye n'uburenganzira ndetse n'inshingano afite.
2. Sinyisha umukiriya cyangwa umuhagarariye kopi ebyiri z'iyi fishi kugira ngo habeho ugusobanukirwa kwe kw'uburenganzira n'inshingano by'umukiriya igihe ahabwa serivisi zitangwa na Aging and Long-Term Support Administration na Developmental Disabilities Administration.
3. Bika kopi imwe muri dosiye y'impapuro cyangwa mu Buryo bw'Imicungire y'Inyandiko (Document Management System, DMS) maze indi uyihwe umukiriya.