



Yellow Medicine County Family Service Center Comprehensive Civil Rights Plan (CCRP)

Yellow Medicine County Family Service Center
415 9th Avenue, Suite 202
Granite Falls, MN
320.564.2211
320.564.4165 fax
MN Relay Service: 711 or (800) 627-3529

Civil Rights Coordinator/ADA Coordinator:
Rae Ann Keeler-Aus, Director
320.564.2211 (voice)
Limited English Proficiency Coordinator:
Robin Schoep, Supervisor, 320.564.2211 (voice)

This CCRP is posted in the lobby next to the reception desk

Updated 10.27.16

Americans with Disabilities Act Advisory

This information is available in accessible formats to individuals with disabilities and for information about equal access to services, call 320-564-2211 (voice). TTY users place calls through MN Relay Service: 711 or (800) 627-3529

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1. Purpose

As a recipient of federal financial assistance, Yellow Medicine County Family Service Center is responsible for providing core services to assist and support Minnesota's most vulnerable individuals and families so they can meet their basic needs and be treated with respect and dignity. Yellow Medicine County Family Service Center has a CCRP to ensure that all eligible individuals receive equal access to program services and information. Its programs are

operated in a nondiscriminatory way, without regard to race, color, national origin, age, disability, sex, sexual orientation, religion, political beliefs, creed and public assistance status. In medical programs, sex includes sex stereotypes and gender identity under any health program or activity receiving federal funds. This CCRP also serves as a source of information for county agency staff and the general public. It sets out Yellow Medicine County Family Service Center's civil rights administrative policies and procedures, identifying key contacts within the agency and linking the reader to applicable state and federal civil rights laws and resources.

2. Legal Authorities (See full list in Appendix, Attachment A)

- Title VI of the Civil Rights Act of 1964 (race, color, national origin)
- Section 504 of the Rehabilitation Act of 1973 (disability)
- Section 508 of the Rehabilitation Act of 1973 (disability)
- Title II of the Americans with Disabilities Act of 1990; State and local government services (disability)
- Age Discrimination Act of 1975 (age)
- Section 1557 of the Patient Protection and Affordable Care Act (added sex discrimination in health care programs)
- Title IX of the Education Amendments of 1972 (sex)
- Bilingual Requirements in the Food Stamp Program, Food and Nutrition Service, U.S. Department of Agriculture
- FNS Instruction 113-1, Civil Rights Compliance and Enforcement – Nutrition Programs and Activities, Food and Nutrition Service, U.S. Department of Agriculture (2005)
- Minnesota Human Rights Act, Chapter 363A

3. Civil Rights Contact

Yellow Medicine County Family Service Center designates Rae Ann Keeler-Aus, Director, to serve as the agency's Civil Rights Contact, agency point person on civil rights matters.

Rae Ann Keeler-Aus, Director

Phone: 320.564.2211

MN Relay Service: 711 or (800) 627-3529

Contact person's email address: raeann.keeleraus@co.ym.mn.gov

4. Equal Opportunity Policy and Procedure

Yellow Medicine County Family Service Center **Equal Opportunity Policy and Procedure**

It is the policy of Yellow Medicine County Family Service Center to make sure that program benefits and services are available to everyone and provided to all eligible individuals without discrimination, in compliance with civil rights laws.

Yellow Medicine County Family Service Center employees, services, programs, benefits and policies will not discriminate against applicants, clients or members of the public because of race, color, national origin, sex, sexual orientation, age, creed, religion, political beliefs, disability or public assistance status. "Sex" includes sex stereotypes and gender identity under any

medical or health program receiving federal financial assistance, such as Medical Assistance, CHIP programs, health clinics, insurance companies and state health insurance exchanges.

This policy covers Yellow Medicine County Family Service Center's full range of services, programs and benefits, including, but not limited to, access to information about services, eligibility determinations and intake, admission procedures and treatment. The policy applies to the agencies and providers receiving federal and state funds under contracts, licenses and other arrangements with Yellow Medicine County Family Service Center. The Minnesota Human Rights Act also applies to the work of Yellow Medicine County Family Service Center and those agencies carrying out its programs.

Program Accessibility for People with Disabilities

Yellow Medicine County Family Service Center and all of its services, programs and benefits, are accessible to and usable by people with disabilities, including people with hearing loss, low vision and other sensory disabilities.

To avoid disability discrimination, Yellow Medicine County Family Service Center will:

- Notify the public about rights and protections for people with disabilities under the Americans with Disabilities Act
- Designate an ADA Contact and maintain a complaint procedure
- Make sure that its buildings are physically accessible for people with disabilities
- Assist individuals with disabilities to apply and qualify for benefits based on their eligibility
- Provide appropriate auxiliary aids and services, including accessible formats, to ensure effective communication with people with disabilities
- Provide services, programs and benefits that are accessible to and usable by qualified people with disabilities

Physical access includes:

- Convenient off-street parking designated specifically for people with disabilities
- Curb cuts and ramps between parking areas and the Yellow Medicine County Family Service Center building
- Level access into the first floor of the Yellow Medicine County Family Service Center building with elevator access to all other floors

Reasonable Modifications to Policies, Procedures or Practices

Yellow Medicine County Family Service Center will make reasonable modifications to its policies, procedures or practices when necessary to avoid discrimination on the basis of disability, unless

Yellow Medicine County Family Service Center can demonstrate that making the modifications would fundamentally alter the nature of the services, programs or benefits.

Effective Communication and Auxiliary Aids and Services

Yellow Medicine County Family Service Center will take appropriate steps to ensure that communications with people with disabilities and companions with disabilities are as effective as communications with others. To ensure effective communications, Yellow Medicine County Family Service Center will provide appropriate auxiliary aids and services, including accessible formats, so that people with disabilities can receive services, programs and benefits and participate in them in the same way as people without disabilities. Auxiliary aids and services include qualified readers, writers and interpreters who convey information effectively, accurately and impartially using any necessary specialized vocabulary.

To determine what types of auxiliary aids or services are necessary, Yellow Medicine County Family Service Center will give primary consideration to the requests of people with disabilities. Yellow Medicine County Family Service Center will honor the choice of the person requesting the auxiliary aid or service unless it would fundamentally alter the nature of the service, program or benefit or cause an undue administrative or financial burden. If this happens, Yellow Medicine County Family Service Center will find another equally effective auxiliary aid or service.

5. Complaint Resolution Procedure

Yellow Medicine County Family Service Center Civil Rights Complaint Procedure

You have the right to equal access to services, if you are an applicant, client or member of the public trying to gain access to human services program information or benefits. Yellow Medicine County Family Service Center has a civil rights complaint procedure that provides prompt and thorough resolution of civil rights complaints.

Civil rights complaints allege discrimination. You have a right to file a civil rights complaint if you believe you have been discriminated against because of your race, color, national origin, sex, sexual orientation, age, creed, religion, political beliefs, disability or public assistance status. Sex includes sex stereotypes and gender identity discrimination that occurs in medical or health programs and clinics receiving federal financial assistance, such as Medical Assistance, MNCare, CHIP programs, insurance companies and state health insurance exchanges.

It is against the law for anyone who works for Yellow Medicine County Family Service Center to retaliate against a person who files a complaint or who cooperates in the investigation of a civil rights complaint.

To file a complaint, ask for Yellow Medicine County Family Service Center's equal opportunity policy, complaint procedure and complaint form. Use the contact information below to help you to file your complaint. You can also review the law and regulations that outlaw discrimination in the Civil Rights Contact's office at
Yellow Medicine County Family Service Center:

Rae Ann Keeler-Aus, Director
Yellow Medicine County Family Service Center

415 9th Avenue, Suite 202
Granite Falls, MN 56241
320.564.2211 (voice)
MN Relay Service: 711 or (800) 627-3529
320.564.4165 (fax)

Procedure:

1. Civil rights complaints **must** be submitted to the Civil Rights Contact within 180 days of the date the alleged discrimination occurred.
2. A complaint **must** be in writing and contain the name and address of the person filing it. You should also give your telephone number or relay service number if you are deaf or hard of hearing. Give your email address if it helps get in touch with you. The complaint **must** state the problem or action alleged and the relief desired. If you need assistance with your complaint, the Civil Rights Contact will help you.
3. Yellow Medicine County Family Service Center **must** conduct an investigation of the complaint. The investigation may be informal, but it **must** be thorough and timely. People who have an interest in the complaint **must** have an opportunity to submit relevant evidence about the complaint. Yellow Medicine County Family Service Center will issue a written decision on the complaint within 90 days after its filing. Yellow Medicine County Family Service Center will maintain the complaint records and files for three years. Complaints about program rules are not civil rights complaints and will be resolved through a different complaint process.
4. The person filing the complaint may appeal the decision by writing to the agency's Civil Rights Contact within 15 days of receiving the written decision. The Civil Rights Contact **will** issue a written decision in response to the appeal, no later than 30 days after the filing. This decision is final. – This appeal process is not the same as filing a fair hearings appeal with the Department of Human Services' Appeals and Regulations Division.
5. The person filing the complaint must be informed that he/she can file a discrimination complaint **directly** with the U.S. Department of Health and Human Services' Office for Civil Rights or the U.S. Department of Agriculture (USDA) for the SNAP Program.
 - (a) The **U.S. Department of Health and Human Services' Office for Civil Rights** prohibits discrimination in its programs because of race, color, national origin, age, disability, sex and religion. Sex includes sex stereotypes and gender identity discrimination that occurs in medical or health programs and clinics receiving federal financial assistance, such as Medicaid, CHIP programs and insurance companies and state health insurance exchanges under Title I of the Affordable Care Act. Contact the federal agency directly:

U.S. Department of Health and Human Services
Office for Civil Rights
Region V

233 N. Michigan Avenue
Suite 240
Chicago, IL 60601
312-886-2359 (voice)
800-368-1019 (toll free)
800-537-7697 (TTY)

- (b) USDA requires that the following nondiscrimination statement be provided **exactly** as it is shown below:

In accordance with Federal civil rights law and **U.S. Department of Agriculture** (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who required alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDS office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

(2) fax: (202) 690-7442; or

(3) email: program.intake@usda.gov

This institution is an equal opportunity provider.

6. Filing Complaints with State Agencies:

The person filing the complaint **must** also be informed that he/she can file a discrimination complaint **directly** with the Minnesota Department of Human Rights and the Minnesota Department of Human Services.

- (a) The Minnesota Department of Human Rights prohibits discrimination in public services programs because of race, color, creed, religion, national origin, disability, sex, sexual orientation, or public assistance status. Contact the Minnesota Department of Human Rights directly:

Minnesota Department of Human Rights
Freeman Building, 625 North Robert Street
St. Paul, MN 55155
651-539-1100 (voice)
800-657-3704 (toll free)
711 or 800-627-3529 (MN Relay)

- (b) The **Minnesota Department of Human Services** prohibits discrimination in its programs because of race, color, national origin, creed, religion, sexual orientation, public assistance status, age, disability, or sex, including sex stereotypes and gender identity discrimination that occurs in health programs or activities receiving federal financial assistance, such as Medical Assistance, MNCare, CHIP programs and insurance companies and state health insurance exchanges. Contact the Equal Opportunity and Access Division **directly** only if you have a discrimination complaint:

Minnesota Department of Human Services
Equal Opportunity and Access Division
P.O. Box 64997
St. Paul, MN 55164-0997
651-431-3040 (voice) or use your preferred relay service

- (c) County agencies are not permitted to investigate civil rights complaints in the Supplemental Nutrition Assistance Program (SNAP) because counties directly administer SNAP benefits. County agencies **must** refer SNAP civil rights complaints to DHS or the USDA regional office in Chicago. The USDA regional address is:

Civil Rights Director
Midwest Regional Office
USDA/Food and Nutrition Service
77 W. Jackson Blvd., 20th Floor
Chicago, IL 60604-3591
(312) 353-6657 (voice) or use your preferred relay service Tamara.earley@fns.usda.gov

7. Arrangements for People with Disabilities:

Yellow Medicine County Family Service Center **will** make appropriate arrangements to ensure that people with disabilities are provided accommodations to participate in the complaint process in an equal to manner to people without disabilities. Appropriate arrangements include, but are not limited to, providing interpreters for people who are deaf or hard-of-hearing; providing taped cassettes and accessible formats for people who are

blind or have low vision; and assuring a physically accessible location for complaint proceedings. The Civil Rights Contact or designee is responsible for making these arrangements.

8. Yellow Medicine County Family Service Center will refer all SNAP civil rights complaints to DHS or the USDA regional office in Chicago as soon as possible after received.

6. Complaint Notification Form

Yellow Medicine County Family Service Center will use the *Complaint Notification Form* to notify DHS in writing of all service delivery discrimination complaints filed against and resolved on the county agency level. Yellow Medicine County Family Service Center will make sure the complaint notification form is completed and sent to DHS within 90 days of the date the complaint was filed in the county, so DHS can report the complaint to the appropriate federal office. A copy of the *Complaint Notification Form* is located in the Appendix; Attachment B.

7. Disability Compliance

- a. **Disability Law and Standard of Access for State and Local Government Services Section 504 of the Rehabilitation Act of 1973** protects qualified individuals with disabilities from discrimination based on their disability in federally funded programs and services.

Title II of the Americans with Disabilities Act of 1990 (Title II of the ADA) protects qualified individuals with disabilities from discrimination on the basis of their disability when the discrimination occurs in state or local government services. An agency does not have to receive federal financial assistance to be required to comply with Title II of the ADA. An agency just has to be a state or local government entity.

County human services agencies must ensure that people with disabilities are able to use their programs and services. Disability laws set out an equal access standard for providing services. This means that individuals with disabilities are entitled to equal access to human services programs; the same standard of access that applies to people without disabilities.

A public agency must reasonably modify its policies, procedures and practices to avoid discrimination. A public agency must also take appropriate steps to ensure that its communications with individuals with disabilities are as effective as communications with others.

- b. **ADA Contact**

Yellow Medicine County Family Service Center has designated an ADA Contact person to serve as its point person on disability matters raised by applicants, clients and members of the public. ADA Contact information is located on the cover page of this CCRP.

Rae Ann Keeler-Aus, Director

320.564.2211 (voice)
MN Relay Service: 711 or (800) 627-3529
raeann.keeleraus@co.ym.mn.gov

c. Disability Complaints

People filing disability complaints will use Yellow Medicine County Family Service Center's civil rights complaint procedure.

d. ADA Notice Document

Yellow Medicine County Family Service Center will use the DHS brochure: *Do you have a disability* (DHS-4133-ENG) as its ADA notice document. This notice document informs applicants, clients and members of the public that Yellow Medicine County Family Service Center does not discriminate on the basis of disability. The notice document also gives information to the public about the rights of people with disabilities under the Americans with Disabilities Act.

Yellow Medicine County Family Service Center has a copy of DHS brochure: *Do you have a disability* (DHS-4133-ENG) posted in the lobby next to the reception desk.

A copy of the DHS brochure: *Do you have a disability* (DHS-4133-ENG) is located in the Appendix; Attachment C.

e. Disability Policy Prohibiting Discrimination

The Yellow Medicine County Family Service Center Equal Opportunity Policy and Procedure includes provisions which prohibit disability discrimination in human services programs. This policy is located in the agency lobby.

8. Limited English Proficiency Plan

**YELLOW MEDICINE COUNTY
FAMILY SERVICE CENTER
LIMITED ENGLISH PROFICIENCY (LEP) PLAN**

Effective 12-07-12

Yellow Medicine County Family Service Center
415 9th Avenue, Suite 202
Granite Falls, MN 56241
320.564.2211 (voice)
MN Relay Service: 711 or (800) 627-3529
320.564.2211 (fax)

The following is the Yellow Medicine County Family Service Center plan to meet the legal obligation of language access requirements in compliance with:

- Title VI of the Civil Rights Act of 1964, 42 U.S.C. §2000 et seq.; 45 CFR §80, Nondiscrimination Under Programs Receiving Federal Financial Assistance Through the U.S. Department of Health and Human Services Effectuation of Title VI of the Civil Rights Act of 1964
- Office for Civil Rights Policy Guidance, 65 Fed. Reg. 52762 (2000), Department of Health and Human Services, Office for Civil rights, Policy Guidance on the Prohibition Against National Origin Discrimination As It Affects Persons With Limited English Proficiency (August 30, 2000); OCR Website: www.hhs.gov/ocr/lep/
- Department of Justice Regulation, 28 CFR §42.405(d)(1), Department of Justice, Coordination of Enforcement of Non-discrimination in Federally Assisted Programs

Assessment

At a minimum, the Yellow Medicine County Family Service Center will make an annual needs assessment of the language needs of Yellow Medicine County residents. The agency will consult with the school districts within the county and community based organizations available at the time of the assessment. The agency will also use any information supplied by the Department of Human Services or other agencies to conduct a comprehensive assessment of limited English needs in our county. During the assessment process, we will identify all non-English languages that are used by Yellow Medicine County residents who are or may become eligible for services through the Yellow Medicine County Family Service Center. At the present time Spanish and Hmong are identified as the non-English languages most likely to be encountered in Yellow Medicine County. We also recognize that there are populations of persons in our neighboring counties that speak Somali, so we are being alert to possible changes.

Specific language needs of each applicant with limited English proficiency will be determined at the time of intake or application. This will primarily be done by reviewing the language preference questions on the Health Care Programs application (HCAPP) and the Combined Application form (CAF). Language preferences will be entered into the applicant's primary language field in the MAXIS, MEC2, SSIS, PRISM and MMIS computer systems. If an interpreter is needed, it will also be noted in the computer and case system. If the receptionist or intake worker suspects that the applicant has limited English proficiency, the worker will use the *I Speak* posters provided by DHS in order to determine if the individual speaks Arabic, Hmong, Khmer, Lao, Oromo, Russian, Serbo-Croatian, Somali, Spanish, or Vietnamese. When indicated, the Yellow Medicine County Family Service Center will use all reasonable efforts to provide same day translation services.

In most instances the need for interpreter services will be indicated at the time of intake. The principal points of contact for persons requesting financial assistance will be at our main office in Granite Falls or during intake hours at our satellite office in Canby. Intake for Social Services will most likely take place in our Granite Falls office, but may also involve an interview in the applicant's home for services such as child protection assessments, LTC screening, waiver services, to name a few. Appropriate interpreter services will be needed to determine the type of assistance needed, completion of the application forms and communicating to the applicant his/her rights and responsibilities.

The Yellow Medicine County Family Service Center makes use of several forms of interpreter services in order to be able to provide the appropriate type of service needed in each situation on a timely basis. The Yellow Medicine County Family Service Center has a contract with Language Line Services for telephone interpretation in 140+ different languages. We also have a contracts with the Southwest Minnesota Private Industry Council and Countryside Public Health for interpretation in Spanish, either in the office or by phone. Blue Globe is a private interpretation service based in Marshall, MN offering Spanish, Somali and Hmong interpretation. Our agency is able to contract with this service on an as need basis for in-person or telephone interpretation. We also maintain a list of local residents who are willing to provide Spanish translation services. This list changes as families move in and out of our county.

All of the interpreter services listed in the previous section are available during regular business hours. However, each interpreter has his/her own job responsibilities and may not be available at a specific time or date. Because of the number of available resources, we have an increased chance of finding an available interpreter at any given time. In addition, Language Line Services are available 24 hours a day and seven days a week.

Policies and Procedures

The Yellow Medicine County Family Service Center is committed to carrying out the intent of the Civil Rights Act of 1964. We understand the importance to our agency and to our clients of our staff being able to communicate with all individuals, including those with limited English proficiency. The Yellow Medicine County Family Service Center adopted a Civil Rights Plan on 2-16-95, in conformance with DHS Bulletin 94-89A dated 12-27-94. This plan was reaffirmed 12-5-00.

Interpreters will automatically be offered when a recipient cannot communicate in English or has difficulty communicating in English with staff. Such services will be provided during all normal business hours, and when necessary, after hours if an emergency has been determined. Notice of services availability will come from the LEP Plan posted in the Yellow Medicine County Family Service Center reception areas of our Granite Falls and Canby offices.

Where applicable, the Yellow Medicine County Family Service Center will use its best efforts to assign clients with LEP to bi-lingual staff who are fluent in our customer's native language. However, since we currently do not have any bi-lingual staff, use will be made of available interpretive services. These services primarily include: Southwest Minnesota Private Industry Council staff, Countryside Public Health staff and Language Line Services. Which of these services will be used will depend upon which service can best meet the needs of the limited English proficiency individual, is most appropriate for the type of service being requested and can be made available within the timelines allowed for the program or service being requested. Staff have been instructed to refer to the LEP Resource List attached to this plan for a list of available interpretive services and the procedures to follow to contact the interpreter

When programs require access to services within short time frames, Yellow Medicine County Family Services will take whatever steps necessary to ensure that all clients, including clients with LEP, have access to services within the appropriate time frames. For example, when a client needs an interpreter or other language assistance services to obtain expedited program services, Yellow Medicine County Family Services' goal is to make the services accessible within the required time frame, whether that means using an interpreter or any other appropriate type of language assistance.

There may be times when individuals come to our agency for services and they speak a language that we are not familiar with. If this happens, the receptionist will refer the individual to the Director, Social Service Supervisor or the Financial Assistance Supervisor. This person will then be responsible for trying to determine the individual's preferred language. Once determined, an appropriate interpreter service will be contacted in the usual manner.

All Yellow Medicine County Family Service Center staff working with an individual through an interpreter will inform the individual that there is no fee charged to the individual for using an interpreter. This information will be communicated verbally and in writing. Written notification will be provided by giving each LEP customer a copy of the *Notice of Rights to Language Assistance* document that DHS sent to clients in April of 2001. In addition, Yellow Medicine County Family Service Center staff will in no way indicate the cost of varying services or try to influence an individual into choosing a less expensive service that may not adequately meet the individual's needs

Staff will never require, suggest, or encourage a client with LEP to use family members or friends as interpreters. However, if a client prefers a family member or friend to interpret after an offer of free interpreter services is made, use of the family member or friend will be allowed, if doing so will not compromise the effectiveness of the interpretation and/or violate the client's confidentiality. The worker will need to document in the case file their offer of interpreter assistance and the fact that the client declined the offer.

Under no circumstances may a minor child be used as an interpreter.

When confronted with a situation in which an individual is unable to speak English and is unable to read or write in his/her native language, it will be necessary for Yellow Medicine County Family Service Center staff to locate an interpreter who can also assist with the completion of forms. The intake worker, along with the interpreter, will need to determine the level of the individual's literacy skills. The county's preference in situations like this would be to schedule interviews when face-to-face interpreter services can be provided.

Yellow Medicine County Family Services will assure that interpreters, whether bilingual staff or professional interpreters, have been trained and demonstrate competency. To be competent to provide interpreter services, the interpreter must be proficient in both English and the target language and be able to convey information in both languages accurately, have had orientation/training that includes the skills and ethics of interpreting, have basic knowledge in both languages of specialized program terms or concepts, and be sensitive to the client's culture.

Use of material that has been translated into languages other than English will be used immediately when it has been determined that the person requesting assistance from this agency does not understand English. Since the Department of Human Services has translated many forms into multiple languages, Yellow Medicine County Family Service Center staff will access these forms from the department's website as necessary. The Yellow Medicine County Family Service Center will translate documents and information contained in its documents

into the non-English languages of those language groups when a significant number or the population eligible to be served or likely to be directly affected by its programs needs services or information in a language other than English to communicate effectively. Yellow Medicine County Family Services has determined that the significant number that will trigger translation is 1000 individuals within an LEP language group. At this time there is no non-English language used in Yellow Medicine County that is close to reaching the significant number trigger. If the numbers should increase in the future, we will follow the Department of Human Services translation guidelines.

Any adverse action taken by the Yellow Medicine County Family Service Center is subject to appeal. The agency has a formal complaint process that can be used to try to resolve any dispute. If the issue cannot be resolved at the local level, the individual making the complaint will be informed in his/her own language about the process to follow to make a complaint to the Department of Human Services or the Office of Civil Rights. The complaint procedure will conform to the process outlined in the Yellow Medicine County Family Service Center Civil Rights Compliance Requirements (see attached copy). Appropriate use of interpreter services will take place during each step of the complaint process. Complaints may be filed with any staff member of the Yellow Medicine County Family Service Center.

Copies of the LEP Plan will be given to all Yellow Medicine County Family Service Center staff. A copy of the plan will also be displayed in the Yellow Medicine County Family Service Center reception areas in the Granite Falls and Canby offices.

Training

All Yellow Medicine County Family Service Center employees will receive a copy of the LEP Plan, when it is adopted. If any changes are made in the plan, a revised copy will be provided to all staff. Initial training will take place for all current staff during the first staff meeting following the approval of the plan. All new employees will be trained on the LEP process during their regular new hire orientation. On-going training will be conducted once each year during a regular staff meeting of all agency staff.

Monitoring

On an annual basis the LEP Plan will be reviewed for effectiveness. It will be coordinated by the Yellow Medicine County Family Service Center LEP Coordinator. The evaluation will involve consultation with representatives from all units of the agency, and will determine compliance with the LEP Plan, identification of any problem areas and development of required corrective action strategies. Elements of the evaluation will include the following:

- Number of persons with limited English proficiency in Yellow Medicine County.
- Assessment of current language needs of Yellow Medicine County Family Service Center applicants and clients; updating case files with a client's language preference; and determining if clients need to be asked their language preference at the time of their next review.
- Determining whether existing assistance is meeting the needs of applicants and clients with limited English proficiency.
- Assessing whether staff members understand the Yellow Medicine County Family Service Center LEP Plan policies and procedures and how to carry them out, and whether language assistance resources and arrangements for those resources are still current and accessible.

- Seeking and obtaining feedback from non-English or limited English speaking communities in Yellow Medicine County, including applicants and clients as well as any known community organizations or advocacy groups working with non-English or limited English speaking communities.

The contact person for the Yellow Medicine County Family Service Center LEP Plan is the agency director.

Limited English Proficiency (LEP) Resource List

A variety of language access services are listed below. Choose the provider that will provide the best service for your customer, keeping in mind the type of service you are providing and how quickly you need to get that service to the customer.

Countryside Public Health – Spanish interpretation via telephone or face-to-face translation. Call 320-269-2174 and ask for Laura Mahlum.

Southwest Minnesota Private Industry Council - Spanish interpretation via telephone or face-to-face translation in our office. Call 320-269-5561 and ask for Carol Dombek.

Blue Globe – This agency is located in Marshall and will do Spanish, Somali or Hmong interpretation via telephone or face-to-face translation in our office. You may call 866-300-9403 and explain your interpretive need. You may need to leave a message on their answering machine, but my experience is that they called back within 15-30 minutes. They will bill our office for any services that they provide.

Language Line Services - Telephone translation in over 140 languages (see attached list). Call 800-367-9559. Our six digit Client ID is 209141. Access codes are as follows:

- 21 Income Maintenance
- 22 Social Services
- 23 IV-D Unit
- 24 Accounting and Clerical

Golden Tongue Consultants, Inc. – Walter and Carmen Patino provide in person, telephone and written translation in Spanish. Call 320-864-3441, 612-760-1065 or 612-759-1208.

Novelty Languages – Provide all interpretive services. Call 612-607-9855 or go online to Noveltylanguages.com.

Local volunteers - see the attached sheet explaining our process for reimbursement. Be sure to have a release of information form signed by the customer and a voucher completed by the interpreter.

Spanish

As of 1-1-2016 we do not have anyone on our local list.

If staff become aware of competent interpreters residing in our area, please let the LEP coordinator know, so the individual can be contacted about being added to this list.

Reviewed 1.1.2016

9. Annual Civil Rights Training for the Supplemental Nutrition Assistance Program (SNAP)

Yellow Medicine County Family Service Center will conduct annual SNAP civil rights training for all staff who administer the SNAP program and all staff who have direct contact with the public, such as support staff, supervisors and managers.

Yellow Medicine County Family Service Center will use DHS' PowerPoint presentation to train staff, document the date of the training each year and document who attends the training.

10. Civil Rights Assurance of Compliance

The Yellow Medicine County Family Service Center director and county attorney representative have signed the *2016 Civil Rights Assurance of Compliance*. A copy is located in the Appendix; Attachment D.

11. CCRP Administration

Yellow Medicine County Family Service Center will:

- Post a copy of its CCRP in the agency lobby where members of the public can review it and in the employee break room where staff can review it
- Post the CCRP on the agency's public website
- Review the CCRP annually with ALL staff
- For the benefit of applicants, clients and members of the public, prominently post in the lobby a copy of the equal opportunity policy and procedure that includes provisions prohibiting disability discrimination and a copy of its civil rights complaint procedure
- Post a copy of the DHS brochure: *Do you have a disability* (DHS-4133-ENG) in the lobby next to the reception desk
- Conduct annual SNAP civil rights training for all staff who administer the SNAP program and all staff who have direct contact with the public, including support staff, supervisors and managers. Yellow Medicine County Family Service Center will document the date of the training each year and document who attends the training.

12. Appendix

a. Attachment A – Full List of Legal Authorities

Federal

1. Title VI of the Civil Rights Act of 1964 (race, color, national origin)
2. Section 504 of the Rehabilitation Act of 1973 (disability)
3. Section 508 of the Rehabilitation Act of 1973 (disability)
4. Title II of the Americans with Disabilities Act of 1990; State and local government

services (disability)

5. Age Discrimination Act of 1975 (age)
6. Community Service Assurance Provisions of the Hill-Burton Act (health facilities receiving Hill-Burton Funds)
7. Section 1557 of the Patient Protection and Affordable Care Act (added sex discrimination in health care programs)
8. Nondiscrimination Provisions of the Omnibus Budget Reconciliation Act of 1981 (Federal Block Grants):
 - Community Services Block Grant (race, color, national origin, sex) **Remaining block grants** (race, color, national origin, age, disability, sex, religion)
 - Social Services Block Grant
 - Maternal and Child Health Services Block Grant
 - Projects for Assistance in Transition from Homelessness Block Grant
 - Preventive Health and Health Services Block Grant
 - Community Mental Health Services Block Grant
 - Substance Abuse Prevention and Treatment Block Grant
9. Title IX of the Education Amendments of 1972 (sex)
10. Family Violence Prevention and Services Act (race, color, national origin, age, disability, sex, religion)
11. Food Stamp Act of 1977
12. Nondiscrimination Compliance Requirements in the Food Stamp Program, Food and Nutrition Service, U.S. Department of Agriculture
13. Bilingual Requirements in the Food Stamp Program, Food and Nutrition Service, U.S. Department of Agriculture
14. FNS Instruction 113-1, Civil Rights Compliance and Enforcement – Nutrition Programs and Activities, Food and Nutrition Service, U.S. Department of Agriculture (2005)
15. Equal Opportunity for Religious Organizations Regulation

State

Minnesota Human Rights Act, Chapter 363A

Yellow Medicine County Family Service Center Agency Civil Rights Complaint Procedure

You have the right to equal access to services, if you are an applicant, client or member of the public trying to gain access to human services program information or benefits. **Yellow Medicine County Family Service Center** has a civil rights complaint procedure that provides prompt and thorough resolution of civil rights complaints.

Civil rights complaints allege discrimination. You have a right to file a civil rights complaint if you believe you have been discriminated against because of your race, color, national origin, sex, sexual orientation, age, creed, religion, political beliefs, disability or public assistance status. **Sex** includes sex stereotypes and gender identity discrimination that occurs in medical or health programs and clinics receiving federal financial assistance, such as Medical Assistance, MNCare, CHIP programs and insurance companies and state health insurance exchanges.

It is against the law for anyone who works for **Yellow Medicine County Family Service Center** to retaliate against a person who files a complaint or who cooperates in the investigation of a civil rights complaint.

To file a complaint, ask for the agency's equal opportunity policy, complaint resolution procedure, and complaint form. Use the contact information below to file a complaint. You can also review the law and regulations that outlaw discrimination in the Civil Rights Contact's office.

Civil Rights Contact

Yellow Medicine County Family Service Center

415 9th Avenue, Suite 202

Granite Falls, MN 56241

320.564.2211 (voice) MN Relay Service: 711 or (800) 627-3529)

320.564.2211 (fax)

raeann.keeleraus@co.ym.mn.gov

Procedure:

1. Civil rights complaints **must** be submitted to the Civil Rights Contact within 180 days of the date the alleged discrimination occurred. The time-frame for filing a civil rights complaint **must** be at least 90 days, but no longer than 180 days.
2. A complaint **must** be in writing and contain the name and address of the person filing it. Other important contact information is telephone number, relay number and email address. The complaint **must** state the problem or action alleged and the relief desired. If you need assistance with your complaint, the Civil Rights Contact will help you.
3. The county agency **must** conduct an investigation of the complaint, if it is a true civil rights complaint. The investigation may be informal, but it **must** be thorough and timely. People who have an interest in the complaint **must** have an opportunity to submit relevant evidence about the complaint. The county agency will issue a written decision on the complaint within 120 days after its filing. The county will maintain the complaint records and files for three years. Complaints about program rules are not civil rights complaints and will be resolved through a different complaint process.

4. The person filing the complaint may appeal the decision by writing to the (Administrator/Director within) (15 days) of receiving the written decision. The (Administrator/Director) **must** issue a written decision in response to the appeal, no later than 30 days after the appeal is filed. This decision is final. This appeal process is not the same as filing a fair hearings appeal with the DHS Appeals and Regulations Division.

5. The person filing the complaint must be informed that he/she can file a discrimination complaint **directly** with the U.S. Department of Health and Human Services' Office for Civil Rights or the U.S. Department of Agriculture (USDA) for the SNAP Program.

(a) The **U.S. Department of Health and Human Services' Office for Civil Rights** prohibits discrimination in its programs because of race, color, national origin, age, disability, sex and religion. **Sex** includes sex stereotypes and gender identity discrimination that occurs in medical or health programs and clinics receiving federal financial assistance; these are programs, such as Medicaid, CHIP programs and insurance companies and state health insurance exchanges under Title I of the Affordable Care Act. Contact the federal agency directly:

**U.S. Department of Health and Human Services
Office for Civil Rights**

Region V
233 N. Michigan Avenue
Suite 240
Chicago, IL 60601
312-886-2359 (voice)
800-368-1019 (toll free)
800-537-7697 (TTY)

(b) USDA requires that the following nondiscrimination statement be provided **exactly** as it is shown below:

In accordance with Federal civil rights law and **U.S. Department of Agriculture (USDA)** civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who required alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture

Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

(2) fax: (202) 690-7442; or

(3) email: program.intake@usda.gov

This institution is an equal opportunity provider.

6. Filing Complaints with State Agencies:

The person filing the complaint **must** also be informed that he/she can file a discrimination complaint **directly** with the Minnesota Department of Human Rights and the Minnesota Department of Human Services.

(a) The Minnesota Department of Human Rights prohibits discrimination in public services programs because of race, color, creed, religion, national origin, disability, sex, sexual orientation, or public assistance status. Contact the Minnesota Department of Human Rights directly:

Minnesota Department of Human Rights
Freeman Building, 625 North Robert Street
St. Paul, MN 55155
651-539-1100 (voice)
800-657-3704 (toll free)
711 or 800-627-3529 (MN Relay)

(b) The **Minnesota Department of Human Services** prohibits discrimination in its programs because of race, color, national origin, creed, religion, sexual orientation, public assistance status, age, disability, or sex, including sex stereotypes and gender identity discrimination that occurs in health programs or activities receiving federal financial assistance, such as Medical Assistance, MNCare, CHIP programs and insurance companies and state health insurance exchanges. Contact the Equal Opportunity and Access Division **directly** only if you have a discrimination complaint:

Minnesota Department of Human Services
Equal Opportunity and Access Division
P.O. Box 64997
St. Paul, MN 55164-0997
651-431-3040 (voice) or use your preferred relay service

(c) County agencies are not permitted to investigate civil rights complaints in the Supplemental Nutrition Assistance Program (SNAP) because counties directly administer SNAP benefits. County agencies **must** refer SNAP civil rights complaints to DHS or the USDA regional office in Chicago. The USDA regional address is:

Civil Rights Director
Midwest Regional Office
USDA/Food and Nutrition Service
77 W. Jackson Blvd., 20th Floor
Chicago, IL 60604-3591
(312) 353-6657 (voice) or use your preferred relay service

7. Arrangements for People with Disabilities

Yellow Medicine County Family Service Center **will** make appropriate arrangements to ensure that people with disabilities are provided reasonable modifications or effective communications, if needed, to participate in the complaint process. Reasonable modifications or effective communications include, but are not limited to, providing interpreters for people who are deaf or hard-of-hearing; providing taped cassettes and accessible formats for people who are blind or have low vision; and assuring a physically accessible location for complaint proceedings. The Civil Rights Contact (or designee) is responsible for working with people who file complaints to make appropriate arrangements.

**YELLOW MEDICINE COUNTY FAMILY SERVICE CENTER
COMPLAINT NOTIFICATION FORM
COMPLAINTS ALLEGING DISCRIMINATION IN SERVICE DELIVERY**

AUTHORITY: U.S. Department of Agriculture, Food and Nutrition Service Instruction 113-1.

REQUIREMENT: County human service agencies must notify the DHS Civil Rights Coordinator within 90 days of all service delivery discrimination complaints (i.e., civil rights complaints) filed against them (see bottom of Page 2 for contact information).

ACTION REQUIRED:

Complete this form and send it to the DHS Civil Rights Coordinator within 90 days of the date the complaint was filed.

1. Name, address, telephone number of complainant:

2. Name and address of county agency delivering the benefits, including names of any employees accused of wrongdoing:

3. Type of discrimination alleged.

4. Describe the alleged discrimination, including the dates it happened. Give names and contact information of any witnesses:

5. Give a summary of the investigation findings, including any corrective action ordered:

CONTACT INFORMATION: DHS Civil Rights Coordinator joann.daSilva@state.mn.us
Minnesota Department of Human Services
Equal Opportunity and Access Division
P.O. Box 64997
St. Paul, MN 55164-0997
651-431-3034 (voice) or use your preferred relay service
651-431-7444 (fax)

**CIVIL RIGHTS ASSURANCE OF COMPLIANCE
NONDISCRIMINATION IN STATE AND FEDERALLY FINANCED PROGRAMS**

MINNESOTA DEPARTMENT OF HUMAN SERVICES
**CIVIL RIGHTS ASSURANCE OF COMPLIANCE FOR COUNTY HUMAN SERVICE
AGENCIES**
(Nondiscrimination in State and Federally Financed Programs)

County Agency: YELLOW MEDICINE COUNTY FAMILY SERVICE CENTER

ASSURANCE OF COMPLIANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964; SECTION 504 OF THE REHABILITATION ACT OF 1973; TITLE IX OF THE EDUCATION AMENDMENTS OF 1972; AGE DISCRIMINATION ACT OF 1975; CURRENT VERSION OF USDA'S FNS INSTRUCTION 113-1/CIVIL RIGHTS COMPLIANCE AND ENFORCEMENT, NUTRITION PROGRAMS AND ACTIVITIES FOOD AND NUTRITION SERVICE; ALL OTHER FEDERAL NONDISCRIMINATION LAWS, REGULATIONS, POLICIES, INSTRUCTIONS AND GUIDANCE; AND THE MINNESOTA HUMAN RIGHTS ACT

The County Agency provides this assurance in consideration of and for the purpose of obtaining Federal financial assistance from the U.S. Department of Agriculture (USDA) to operate the Supplemental Nutrition Assistance Program in Minnesota on behalf of the Minnesota Department of Human Services (DHS).

THE COUNTY AGENCY AGREES THAT IT WILL COMPLY WITH:

1. Title VI of the Civil Rights Act of 1964, 42 USC §2000d et seq., as amended, and all requirements imposed by or pursuant to the regulation at 7 CFR Part 15, Subpart A and Subpart C. In accordance with Title VI and the Regulation, no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity for which the County Agency receives Federal financial assistance from USDA/DHS.
2. Section 504 of the Rehabilitation act of 1973, 29 USC § 794, as amended, and all requirements imposed by or pursuant to the regulation at 7 CFR Part 15b. In accordance with Section 504 of that Act and the Regulation, no otherwise qualified individual with a disability in the United States shall, solely by reason of her/his disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity for which the County Agency receives Federal financial assistance from USDA/DHS.
3. Title IX of the Education Amendments of 1972, 20 USC § 1681 et seq., as amended, and all requirements imposed by or pursuant to the regulation at 7 CFR Part 15a. In accordance with Title IX of that Act and the Regulation, no person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any education program or activity for which the County Agency receives Federal financial assistance from USDA/DHS.
4. Age Discrimination Act of 1975, 42 USC §§ 6101-6107, as amended and all requirements imposed by or pursuant to the regulation at 45 CFR Part 91. In accordance with the Age Discrimination Act and the Regulation, no person in the United States shall, on the basis of age, be denied the benefits of, be excluded from participation in, or be subjected to discrimination under any program or activity for which the County Agency receives Federal financial assistance from USDA/DHS.
5. Current version of USDA's FNS Instruction 113-1, Civil Rights Compliance and Enforcement – Nutrition Programs and Activities, Food and Nutrition Service, issued November 8, 2005. The purpose of Instruction 113-1 is to establish and convey policy and provide guidance and direction to the USDA Food and Nutrition Service (FNS) and its recipients and customers and ensure compliance with and enforcement of the prohibition against discrimination in all FNS nutrition programs and activities, whether federally funded in whole or not. FNS Instruction 113-1 incorporates the above Federal legal authorities.
6. Minnesota Human Rights Act found at Minnesota Statutes, Chapter 363A, specifically § 363A.11, Public Accommodations and § 363A.12, Public Services. In Minnesota, it is an unfair discriminatory practice to deny any person the full and equal enjoyment of the goods, services, facilities, privileges, advantages, and accommodations of a place of public accommodation because of race, color, creed, religion, disability, national origin, marital status, sexual orientation, or sex. Additionally, it is an unfair discriminatory practice to discriminate against any person in the access to, admission to, full utilization of or benefit from any public service because of race, color, creed, religion, national origin, disability, sex, sexual orientation, or status with regard to public assistance.

THE COUNTY AGENCY AGREES THAT BY ACCEPTING THIS ASSURANCE, it will compile data, maintain records, and submit reports, as required, to permit effective enforcement of the nondiscrimination laws and permit

authorized USDA personnel and other authorized personnel, such as DHS personnel, during normal working hours to review such records, books, and accounts as needed to ascertain compliance with the nondiscrimination laws. If there are any violations of this assurance, USDA shall have the right to seek judicial enforcement of this assurance. This assurance is binding on the County Agency and its successors, transferees, and assignees, as long as they receive Federal financial assistance or retain possession of any assistance from DHS/USDA.

THE COUNTY AGENCY AGREES THAT BY ACCEPTING THIS ASSURANCE, it will obtain a written statement of assurance from its SNAP-related contractors and vendors assuring that they will also operate in compliance with all of the stated nondiscrimination laws, regulations, instructions, policies, and guidance.

The person whose signature appears below is authorized to sign this assurance and commit the County Agency to the above provisions.

October 27, 2016
Date

Rae Ann Keeler-Aus, Director
Name and Title of Authorized Official (please print)


Signature of Authorized Official

YELLOW MEDICINE COUNTY FAMILY SERVICE CENTER
Name of County Agency

415 9TH AVENUE, Suite 202, GRANITE FALLS, MN 56241
Street Address, City, State, Zip Code

Please deliver Assurance to:
Civil Rights Coordinator
Minnesota Department of Human Services, Equal Opportunity and Access Division
P.O. Box 64997, St. Paul, MN 55164-0997
joann.dasilva@state.mn.us

THE PERSON WHOSE SIGNATURE APPEARS BELOW is authorized to sign this Assurance and commit the County Agency to its terms.

Date

Director's Signature

I CERTIFY that the signatory for the County Agency has lawful authority to bind the County Agency to the terms of this civil rights Assurance.

Date

County Attorney's Signature