



Comprehensive Civil Rights Plan (CCRP)

Western Prairie Human Services

211 E. Minnesota Ave, Glenwood, MN 56334

320-634-7755 (voice)

15 Central Ave N. Elbow Lake, MN 56531

218-685-8200 (voice)

TTY users place calls through MN Relay Service: 711 or (800) 627-3529

<http://www.westernprairiemn.us>

Civil Rights Coordinator: **Kari Rude**; 701-367-4617 (voice)

ADA Coordinator: **Kari Rude**; 701-367-4617 (voice)

Limited English Proficiency Coordinator: **Kari Rude** 701-367-4617 (voice)

This CCRP is posted in the lobby next to the reception desk in Pope County and on the bulletin board by the Kiosk in the Grant County office and on the WPHS website at: www.westernprairiemn.us

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 320-634-7755 (voice) or 218-685-8200(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, Western Prairie Human Services 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. Western Prairie Human Services 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 the agency'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)

3. Civil Rights Contact

Western Prairie Human Services designates Kari Rude, Deputy Director/Human Resources, to serve as the agency's Civil Rights Contact, agency point person on civil rights matters.

Kari Rude

701-367-4617 (voice)

Agency TTY number is MN Relay Service: 711 or (800) 627-3529

<http://www.westernprairiemn.us>

4. Equal Opportunity Policy and Procedure

Western Prairie Human Services Equal Opportunity Policy and Procedure It is the policy of Western Prairie Human Services 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.

Western Prairie Human Services 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 any other legally recognized protected class "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 Western Prairie Human Services 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 Western Prairie Human Services. The Minnesota Human Rights Act also applies to the work of Western Prairie Human Services and those agencies carrying out its programs.

For addition information please see Minnesota Department of Human Services Bulletin #16-89-01.

Program Accessibility for People with Disabilities

Western Prairie Human Services 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, Western Prairie Human Services 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 Western Prairie Human Services building
- Level access into the first floor of the Western Prairie Human Services building with elevator access to all other floors

Reasonable Modifications to Policies, Procedures or Practices. Western Prairie Human Services will make reasonable modifications to its policies, procedures and practices when necessary to avoid discrimination on the basis of disability, unless Western Prairie Human Services can demonstrate that making the modifications would fundamentally alter the nature of the services, programs or benefits or cause an undue administrative or financial burden.

Effective Communication and Auxiliary Aids and Services. Western Prairie Human Services 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, Western Prairie Human Services 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, Western Prairie Human Services will give primary consideration to the requests of people with disabilities. Western Prairie Human Services 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, Western Prairie Human Services will find another equally effective auxiliary aid or service.

5. **Complaint Resolution Procedure**

Western Prairie Human Services 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. Western Prairie Human Services 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 Western Prairie Human Services 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.

Western Prairie Human Services

211 E. Minnesota Avenue

Glenwood, MN 56334

15 Central Ave N. Elbow Lake, MN 56531

218-685-8201 (voice)

Agency TTY number is MN Relay Service: 711 or (800) 627-3529

<http://www.westernprairiemn.us>

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, audiotope, 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) 6329992. 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

Western Prairie Human Services County **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.

6. Complaint Notification Form

Western Prairie Human Services will use the Complaint Notification Form to notify DHS in writing of all service delivery discrimination complaints filed against Western Prairie Human Services and resolved on the county agency level. Western Prairie Human Services will make sure the complaint notification form is completed and sent to DHS within 120 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

Western Prairie Human Services has designated an ADA Contact/Coordinator to serve as its point person on disability matters raised by employees, applicants, clients and other members of the public. ADA Contact information is located on the cover page of this CCRP.

Kari Rude

701-367-4617

Agency TTY number is MN Relay Service: 71 1 or (800) 627-3529

<http://www.westernprairiemn.us>

c. Disability Complaints

People filing disability complaints will use Western Prairie Human Services civil rights complaint procedure.

d. ADA Notice Document

Western Prairie Human Services 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 Western Prairie Human Services 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.

Western Prairie Human Services has a copy of DHS brochure: Do you have a disability (DHS-4133-ENG) posted in the lobby next to the reception desk in Glenwood and on the bulletin board in Elbow Lake.

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

Disability Law Resources

- Review the resources below about disability law and requirements before establishing and implementing your agency's disability policies and procedures.

- (1) *ADA Title II Highlights*: A summary of important disability law and requirements for state and local government services:

<http://www.ada.gov/t2hlt95.htm>

- (2) *ADA Toolkit: ADA best practices for state and local government services*: www.ada.gov/pcatoolkit/toolkitmain.htm Review chapters 1-3 and addendums.

e. Disability Policy Prohibiting Discrimination

The Western Prairie Human Services 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

Western Prairie Human Services Limited English Proficiency (LEP) Plan

1. Assessment

a. Needs Assessment – WPHS Deputy Director/Human Resources will on at least an annual basis make a needs assessment of the unique language needs within Pope and Grant County. Consultation will be made with the major school districts in the County. Additionally, consultation will be made with the Legal Aid office located in Alexandria. Consultations will aim at trying to discern the types of non-English languages that are most predominant in Pope and Grant County and which constitute populations that the County serves or those that may be eligible for County-provided services. The County will also be amenable to receive County-specific data from the Department of Human Services to assist in this form of needs assessment. The following non-English language has been identified as being the most likely to be encountered in Pope and Grant County: Spanish.

b. Case Finding - Specific language needs of each applicant with LEP will occur at the time of intake or application. This will primarily be done by reviewing the language preference questions on Health Care Applications and the Combined Application Form (CAF). Language preferences will be entered into the applicant's primary language field in the MAXIS system. If an interpreter is needed, it also will be entered in the MAXIS system. If the main receptionist or intake worker suspects that the applicant is a person with LEP, the worker will present the LEP person with a card that lists the seven major languages in order to determine which language is involved, if any. It is expected that reasonable efforts will be made by WPHS to provide same-day interpreter services.

c. Points of Contact - The greatest likelihood of need for interpreter services will be at the point of intake - at the time of an emergency or application for financial assistance. The principal point of contact will most likely be, therefore, in the office setting in Glenwood has a cordless phone to be able to call the interpreter services on and hold the phone in the window with the person in the lobby to be able to assist their needs. In Elbow Lake, there is a phone on the ledge that the office support specialists can use to dial Language Line and meet the needs of the person in the agency's lobby. The most appropriate form of interpreter services will likely be language assistance in completion of an application for financial assistance or health care. The other point of contact may involve field-based contact when conducting child protection assessments. These contacts will typically take place in the home of the child's caretaker or parent.

d. **Resources Needed** - WPHS will maintain a formal partnership with **Language Line Services (1-800-367-9559)** for Spanish and other languages involved with Language Lines Services system. When feasible, on-site interpreter services will be made available and would be the first preference. WPHS has virtual presence communication (VPC) capabilities. When appropriate, the use of VPC will be considered. Use of reciprocal faxing processes will be used when necessary, this to facilitate completion of applications and processing of interviews.

e. **Timely Access** - Language Line Services are available 24x7. Contact with either entity will be made by commercial phone. When on-site interpreter services are to be used, it will be necessary to schedule appointments at mutually convenient times - for the client and the interpreter. Use of VPC, if used, will occur in a private setting within WPHS.

2. Policies and Procedures

a. **Agency Commitment** - WPHS is committed to the spirit of the Civil Rights Act of 1964. It recognizes the importance of providing meaningful access to all persons, including persons with LEP, to the various programs operated under the hubris of "Western Prairie Human Services."

b. **Range of Oral Language Assistance** - There is limited oral language assistance on site in WPHS from current employees. Use of Language Line Services for Spanish and all other non-English language will take place as necessary. WPHS will take advantage of brief notice of rights to language services documents for persons with LEP as they are made available by the Department of Human Services.

c. **Uncommon Languages** - There may be circumstances when customers present for services who use a language other than that most commonly used in Grant and Pope County. There may be languages such as Russian, Hmong, Vietnamese, Khymer/Cambodian, Lao, Somali and the like. Receptionist staff ask "what language" and if the person doesn't understand, then ask "what country" then say "wait". Once determined, contact will be made with an appropriate Language Line Services interpreter in the customary manner.

d. **Affirmative Action** - The WPHS employee handling the case will inform either the customer or the interpreter once it has been determined that interpreter services are needed, that there is no charge or fee for the service. This will be communicated in verbal form. At no time in the service delivery process will the customer incur any costs associated with LEP-directed interpreter services.

e. **Use of Family and Friends** - Use of family or friends as interpreters is not the preferred method of providing interpreter services. But when the intake worker has determined that it is not feasible to use formalized interpreter services, a consultation will be made with that worker's immediate Supervisor or Director. Alternative methods

of customer service will need to be discussed. If the worker has determined that a family member, friend or other responsible party can adequately perform the interpreter service, approval may be given. The worker needs to feel confident that the client's data privacy rights will be protected and that the quality of the interpreter services to be provided by the family member or friend will be acceptable. The worker will need to document in the case file the extenuating circumstances for use of family or friends, particularly that the family was offered other interpreter services and that the client insisted that a family member or friend be used. Under no circumstances may minor children be used for interpreter services.

f. Competency Standards for Interpreters - Any interpreter used for LEP services must be bi-lingual: fluent in English and fluent in the language of the customer needing the service. When using well recognized interpreter services provided from a recognized agency - such as Language Line Services - competency is presumed. When using family, friends or Significant others, the intake worker must make a judgment as to the competency of the proposed interpreter. Certification as an interpreter is not a pre-requisite.

g. Dissemination of the Plan - Copies of the Plan will be provided to the following: all WPHS employees who have direct customer contact. A copy of the main public announcement, MS-1659, will be prominently displayed in the WPHS central reception area at each office location.

h. Services To illiterate - When confronted with a situation in which the customer is illiterate — cannot read or write in his or her native language - it is incumbent that WPHS find a suitable interpreter, one who can assist the person in completion of necessary forms, documents and the like. The WPHS intake worker needs to make the determination, in conjunction with the interpreter, about the customer's literacy skills. The clear choice in dealing with cases of illiteracy will be to have an on-site interpreter. It may be necessary to schedule interviews when face-to-face interpreter services can be provided. Use of the ITV, faxing of forms, and over-the-phone services may be required on a case-by-case basis.

i. Emergency Situations - When a determination has been made that an emergency exists and LEP considerations are identified as being present, WPHS may waive all proscriptions in order to ensure that necessary emergency services are provided. Extraordinary efforts need to be put forth before circumvention of non-emergency procedures is followed. Consultation with a Supervisor or the Director is necessary before such action is taken.

j. Access to and costs of Interpreters - Under no circumstances will WPHS indicate either verbally or in writing - that any applicant or client in need of LEP services will be charged for interpreter or translation services. All such services shall be at no expense to the applicant or client. Such services will be provided during all normal business hours and when necessary, during non-business hours when an emergency has been determined to exist.

k. Notice of Service Availability - LEP clientele will be informed of the availability of free interpreter and translation services at the point when it appears that the customer is not able to communicate in English. Notice of service availability will come from the MS1659 document in the central reception area. Distribution of the Plan to various parties cited above will help in putting those entities on notice that interpreter and translation services are available on a timely basis and free of charge. Use of material that has been translated into Spanish will be used immediately when it has been determined that the person presenting for service is not able to understand English. Insofar as the Department of Human Services has translated many forms into multiple languages, WPHS will access these forms as necessary.

l. County-Produced Materials — In so far as the LEP census in Pope and Grant County is not diverse, it is not anticipated that WPHS will develop any WPHS-produced material. Rather, WPHS will rely on the state produced documents as the primary source of translated materials. Downloading of documents from the DHS web-page will also be used as necessary. WPHS will follow DHS's translation numerical guidelines as required.

m. Complaint Resolution Protocol - Any adverse action taken by WPHS with which an applicant or recipient disagrees is subject to complaint. WPHS has a formal complaint process that can be utilized to try to resolve any dispute. In the absence of local resolution, the person making the complaint will be informed in a language understandable to the grievant, of the process to follow in making a complaint to DHS or the Office of Civil Rights. The complaint procedure will conform in all respects to the extant WPHS procedure included in Civil Rights Compliance Requirements. Appropriate use of interpreter services with Language Line Services to facilitate the dispute resolution process will take place. All such complaints can be made to any of the parties listed at the top of this.

n. Posting -A copy of the WPHS Plan will be posted on the main bulletin board in the central lobby of WPHS at each office location.

3. Training

a. Distribution of Plan - All WPHS employees who have direct contact with customers will be provided a copy of the Plan upon its adoption. If any changes are made in the document, a revised copy will also be provided to the same entities.

b. Training of Staff - Initial- With approval of the Plan, there will be initial training on the document. This training will take place for current staff in the context of an All Staff Unit meeting. For any new employee affected by the Plan, this document will be incorporated into that person's generic orientation protocol at the time of hire.

c. Training of Staff - Ongoing - On at least an annual basis Human Resources will ensure review of the plan at All Staff Unit meeting.

4. Monitoring

a. Evaluation of the Plan- On at least an annual basis, the Plan will be reviewed for effectiveness. This review will normally take place in January. It will be coordinated by the WPHS Director. The evaluation will involve consultation with representatives of the Income Maintenance Unit and Social Services Unit to determine compliance with the 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 LEP in Pope and Grant County;
- *Assessment of current language needs of WPHS applicants and clients to determine if the clients need an interpreter and/or translated materials; updating case files which lack information about a client's language preference; determining if clients need to be asked their language preference at the time of certification;
- *Determining whether existing assistance is meeting the needs of applicants and clients with LEP;
- * Assessing whether staff members understand WPHS policies and procedures and how to carry them out, and whether language assistance resources and arrangements for those resources are still current and accessible; and
- *Seeking and obtaining feedback from non-English or limited-English speaking communities in Pope and Grant County including applicants and clients as well as any known community organization or advocacy group working with non-English or limited-English speaking communities.

b. LEP Contact Person-For purposes of LEP, WPHS's designated contact person is the Director with appropriate delegation made to the Financial Assistance Supervisor of WPHS.

Language Line Instructions

Place caller on conference call hold

Call Language Line **800-367-9559**

Enter the 6-digit Client ID: _____

Press 1 for Spanish, 2 for all other languages (Say the name of the language when prompted)

Press 0 for assistance, if needed

Enter the 6-digit Access Code: _____

Press #

An interpreter will be connected to the call

Brief the interpreter

Add the non-English speaker to the line

Codes are for billing purposes only and are not public information. Employees see shared drive for detailed instructions and codes.

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

Western Prairie Human Services 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. Western Prairie Human Services will use DHS' PowerPoint presentation or Trainlink training to train staff, document the date of the training each year and document who attends the training.

10. Civil Rights Assurance of Compliance

The Western Prairie Human Services 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

Western Prairie Human Services 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-4133ENG) 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. Western Prairie Human Services 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
- b. **Attachment B** — Complaint Notification Form
- c. **Attachment C** — DHS Brochure: Do you have a disability; DHS-4133: <https://edocs.dhs.state.mn.us/lfsserver/Public/DHS-4133-ENG>
- d. **Attachment D** — Signed Copy of the 2016 Civil Rights Assurance of Compliance
- e. **Attachment E and Addendum** – Contractor Civil Rights Assurance Agreement

Attachment A

1. Title VI of the Civil Rights Act of 1964 (race, color, national origin)
2. Section 504 of the Rehabilitation Act of 1973 (disability)
 - a. Section 508 of the Rehabilitation Act of 1973 (disability)
 - b. Title II of the Americans with Disabilities Act of 1990; State and local government services (disability)
 - c. 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):
 - i. Community Services Block Grant (race, color, national origin, sex) Remaining block grants (race, color, national origin, age, disability, sex, religion)
 - ii. Social Services Block Grant
 - iii. Maternal and Child Health Services Block Grant
 - iv. Projects for Assistance in Transition from Homelessness Block Grant
o Preventive Health and Health Services Block Grant
 - v. Community Mental Health Services Block Grant
 - vi. 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

COUNTY HUMAN SERVICE AGENCY COMPLAINT NOTIFICATION FORM
COMPLAINTS ALLEGING DISCRIMINATION IN SERVICE DELIVERY

AUTHORITY: U.S. Department of Agriculture, Food and Nutrition Service Instruction 1 13-1.

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
Minnesota Department of Human Services
Equal Opportunity and Access Division
P.O. Box 64997

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St. Paul, MN 55164-0997

651-431-3034 (voice) or use your preferred relay service

651-431-7444 (fax)

joann.daSilva@state.mn.us

MINNESOTA DEPARTMENT OF HUMAN SERVICES
CIVIL RIGHTS ASSURANCE OF COMPLIANCE
NONDISCRIMINATION IN STATE AND FEDERALLY FINANCED PROGRAMS

WESTERN PRAIRIE HUMAN SERVICE AGENCY
(HEREAFTER CALLED THE "COUNTY AGENCY")

THE COUNTY AGENCY provides this civil rights Assurance of Compliance (hereafter called the "Assurance") in consideration of and for the purpose of obtaining any and all federal financial assistance from the United States Departments of Health and Human Services and Agriculture. The County Agency agrees that compliance with this Assurance is a condition of continued receipt of federal financial assistance and that it is binding upon the County Agency directly or through contract, license, or other provider of services, as long as it receives federal or state financial assistance; and shall be submitted with the required Comprehensive Civil Rights Plan update.

THE COUNTY AGENCY ASSURES that it will comply with:

Title VI of the Civil Rights Act of 1964, as amended; Department of Health and Human Services, Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons; Age Discrimination Act of 1975, 42 U.S.C. 6101, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; Section 508 of the Rehabilitation Act of 1973, as amended; Title II of the Americans with Disabilities Act of 1990; Section 1557 of the Patient Protection and Affordable Care Act of 2010; Federal Block Grant Programs of the Omnibus Budget Reconciliation Act of 1981; as amended; Title IX of the Education Amendments of 1972, as amended; Family Violence Prevention and Services Act; Food Stamp Act of 1977, as amended, including the Nondiscrimination Compliance Requirements in the Food Stamp Program and the Bilingual Requirements in the Food Stamp Program; FNS Instruction 113-1, Civil Rights Compliance and Enforcement — Nutrition Programs and Activities, Food and Nutrition Service, U.S. Department of Agriculture (2005); and Interethnic Adoption Provisions of the Small Business Job Protection Act of 1996 (formerly Multiethnic Placement Act of 1994).

PURSUANT TO THE CIVIL RIGHTS PLAN for the Minnesota Department of Human Services, by accepting this Assurance, the County Agency agrees to allow access, by authorized personnel of the Minnesota Department of Human Services and the United States Departments of Health and Human Services and Agriculture, during normal working hours, to private and/or confidential data maintained by the County Agency (or other sub-recipient of federal financial assistance) to the extent necessary to conduct a full and complete investigation into any complaint of discrimination, including to compile data, maintain records and submit reports as required to determine compliance

with the above mentioned laws, rules and regulations. The Minnesota Department of Human Services agrees to comply with all requirements of the Minnesota Government Data Practices Act (Minnesota Statutes, section 13.01 et seq.). No private and/or confidential data collected, maintained or used in the course of an investigation shall be disseminated except as authorized by statute, either during the period of the investigation or after it has been concluded. If there are any violations of this assurance, DHS shall have the right to invoke fiscal sanctions or other legal remedies in accordance with Minnesota Statutes, section 256.017.

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

5-5-2023 _____
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.

5/11/23 _____
Date County Attorney's Signature

Attachment E

**Western Prairie Human Services
2023-2024 WPHS-Contractor Civil Rights Assurance Agreement**

Western Prairie Human Services agrees to comply with the civil rights assurance of compliance (hereafter “Civil Rights Assurance Agreement”) as a condition of receiving Federal financial assistance through the Minnesota Department of Human Services. The Civil Rights Assurance Agreement is binding upon the County Agency, its successors, transferees, and assignees for as long as the County Agency receives Federal financial assistance. The Minnesota Department of Human Services may enforce all parts of the Civil Rights Assurance Agreement as a condition of receipt of such funds.

Compliance by Contractors and Vendors: The County Agency further agrees that by accepting this Civil Rights Assurance Agreement, it will obtain a written statement of assurance from all of its contractors and vendors (i.e., applying to all programs), assuring that they will also operate in compliance with the stated nondiscrimination laws, regulations, policies, and guidance. The written statement of assurance from all of its contractors and vendors must be maintained as part of the County Agency’s *Comprehensive Civil Rights Plan* and must be made available for review upon request by the Minnesota Department of Human Services or the U.S. Department of Agriculture.

Name of Contractor/Vendor

**AGREES TO COMPLY WITH ALL APPLICABLE FEDERAL
AND STATE CIVIL RIGHTS LAWS:**

The Contractor/Vendor agrees to:

1. Administer all programs in accordance with the provisions contained in the Food and Nutrition Act of 2008, as amended, and in the manner prescribed by regulations issued pursuant to the Act; implement the FNS-approved State Plan of Operation for the Supplemental Nutrition Assistance Program (SNAP); comply with Title VI of the Civil Rights Act of 1964; section 11(c) of the Food and Nutrition Act of 2008, as amended; the Age Discrimination Act of 1975; Section 504 of the Rehabilitation Act of 1973; Title II of the Americans with Disabilities Act of 1990; Title IX of the Educational Amendments of 1972; and all the requirements imposed by the regulations issued pursuant to these Acts by the U.S. Department of Agriculture to the effect that, no person in the United States shall, on the grounds of race, color, national origin, sex, age, disability, political beliefs, or religion, be excluded from participation in, be denied the benefits of, or otherwise subject to discrimination under SNAP.

2. Administer all programs in accordance with U.S. Department of Health and Human Services requirements imposed by the regulations pursuant to Title VI of the Civil Rights Act of 1964; the Age Discrimination Act of 1975; Section 504 of the Rehabilitation Act of 1973; Title II of the Americans with Disabilities Action of 1990; Title IX of the Educational Amendments of 1972; Section 1557 of the Patient Protection and Affordable Care Act of 2010. Comply with the regulations to the effect that, no person in the United States shall, on the grounds of race, color, national origin, sex, age, disability, or religion, be excluded from participation in, be denied the benefits of, or otherwise subject to discrimination under U.S. Department of Health and Human Services programs.

3. Administer all programs in compliance with the Minnesota Human Rights Act, Public Services and Public Accommodations provisions; comply with all the requirements imposed by the Minnesota Human Rights Act to the effect that, no person in Minnesota shall, on the grounds of race, color, national origin, religion, creed, sex, sexual orientation, marital status, public assistance status, or disability, be excluded from participation in, be denied the benefits of, or otherwise subject to discrimination under the Minnesota Human Rights Act. The Contractor/Vendor and the Department of Human Services further agree to fully comply with any changes in Federal law and regulations. This agreement may be modified with the mutual consent of both parties.

4. The Contractor/Vendor agrees that by accepting the Civil Rights Assurance it will compile data, maintain records, books and accounts; and submit reports as required to permit effective enforcement of the nondiscrimination laws. The Contractor/Vendor also agrees to permit authorized Federal and State personnel, during normal working hours, to review such records, books, accounts, and reports as needed to determine compliance with the nondiscrimination laws.

By signing on behalf of the Contractor/Vendor, I state that I am authorized to bind the Contractor/Vendor to the terms of the 2023-2024 Civil Rights Assurance Agreement and commit it to the above provisions.

Signature of Authorized Representative

Date

Print Name

Title of Authorized Representative

ADDENDUM

Clarification of SNAP Civil Rights Requirements – Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency (LEP),” and Titles II and III of the Americans with Disabilities Act

This addendum clarifies core civil rights requirements to ensure meaningful access to programs, services, and information for persons with Limited English Proficiency (LEP) and persons with disabilities in accordance with Federal law, regulations, and current guidance from the U.S. Department of Department of Justice (DOJ) and the U.S. Department of Agriculture (USDA).

Meaningful Access for LEP Individuals

State agencies that participate in the Supplemental Nutrition Assistance Program (SNAP) must take reasonable steps to ensure that LEP persons have meaningful access to programs, services, and benefits. This includes the requirement to provide bilingual program information and certification materials and interpretation services to single-language minorities in certain project areas. SNAP State agencies that do not provide meaningful access for LEP individuals risk violating prohibitions against discrimination based on National Origin in the Food and Nutrition Act of 2008, as amended, Title VI of the Civil Rights Act of 1964 (Title VI), and SNAP program regulations.

Federal LEP regulations and guidance include:

- SNAP regulations provided by 7 CFR Part 272.4 (b), “Bilingual requirements”;
- Executive Order 13166 of August 11, 2000, “Improving Access to Services for Persons with Limited English Proficiency,” reprinted in 65 FR 50121, 50122 (August 16, 2000);
- DOJ policy guidance titled, “Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons,” published in 67 FR 41455, 41457 (June 18, 2002); and
- USDA policy guidance titled, “Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons,” 79 FR 70771-70784 (November 28, 2014).

Four Factor Analysis for Assessing LEP Needs

To be in compliance, the Title VI guidance provided by DOJ and USDA instructs State Agencies to assess the LEP needs of the population served and determine the LEP services required by balancing four factors:

1. The number or proportion of persons with limited English proficiency are eligible to be served or likely to be encountered within the area serviced by the recipient;
2. The frequency with which persons with limited English proficiency come in contact with the program;
3. The nature and importance of the program, activity, or service to people’s lives; and
4. The resources available to the recipient and costs.

SNAP State agencies must also comply with the specific requirements established by 7 CFR Part 272.4 (b) and should include these obligations in the LEP assessment.

Developing an LEP Plan

After completing an assessment of LEP needs, SNAP State agencies should develop an implementing plan to address the LEP needs of the population served. This may include contracting for oral interpretation services, hiring bilingual staff, arranging for telephone interpreters and/or language lines, coordinating

community volunteers, translating vital documents, and providing written notice that language line services are available in appropriate languages. Quality and accuracy of the language service is critical in order to avoid serious consequences to the LEP person and to the recipient. LEP needs should be considered in developing State and local budgets and front line staff should understand how to obtain LEP services.

USDA's 2014 policy guidance includes detailed information on assessing LEP needs, identifying practices for translating documents that will be seen as strong evidence of compliance. For additional assistance and information on LEP matters, please also visit <http://www.lep.gov>. The website includes online LEP mapping tools designed to help assess the language needs of the population served by a particular program or facility.

Ensuring Equal Opportunity Access for Persons with Disabilities

SNAP State agencies must also ensure equal opportunity access for persons with disabilities. This includes ensuring that communications with applicants, participants, members of the public, and companions with disabilities are as effective as communications with people without disabilities. State agencies that do not provide persons with disabilities equal opportunity access to programs may risk violating prohibitions against disability discrimination in the Rehabilitation Act of 1978, the Americans with Disabilities Act (ADA), and SNAP program regulations.

DOJ published revised final regulations implementing Titles II and III of the ADA on September 15, 2010. These regulations are codified at 28 CFR Part 35, "Nondiscrimination on the Basis of Disability in State and Local Government Services" and 28 CFR Part 36, "Nondiscrimination on the Basis of Disability in Public Accommodations and Commercial Facilities." In accordance with the implementing regulations, State Agencies must provide auxiliary aids and services where necessary to ensure effective communication and equal opportunity access to program benefits for individuals with disabilities. The type of auxiliary aids and services required will vary, but a State agency may not require an individual with a disability to bring another individual to serve as an interpreter, and may rely on a person accompanying a disabled individual only in limited circumstances. When a State agency communicates with applicants and beneficiaries by telephone, it must provide text telephone services (TTY) or an equally effective electronic telecommunications system to communicate with individuals who are deaf, hard of hearing, or hearing impaired. State agencies must also ensure that interested persons, including people with low vision or who are hard of hearing can obtain information as to the existence and location of accessible services, activities, and facilities. For more information, please visit the ADA website: <http://www.ada.gov>.

Please Deliver Signed

2023-2024 STATE-COUNTY CIVIL RIGHTS ASSURANCE AGREEMENT to:

Kari Rude
Civil Rights Coordinator
Western Prairie Human Services
211 E. Minnesota Ave
(320) 634-7755
kari.rude@westernprairiemn.us

