

Anoka County

Human Services Division
Comprehensive Civil Rights Plan (CCRP)

Civil Rights Complaint Package

Anoka County Human Services Division
Government Center, 2100 Third Avenue
Anoka, MN 55303

Administration: 763-324-1400 FAX: 763-324-1110

Civil Rights Coordinator: Cindy Cesare, 763-324-1400

ADA Coordinator: Dee Guthman, 763-324-4707

Limited English Proficiency Coordinator: Tracy Schirmers, 763-324-1813

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 763-324-4700 or use your preferred relay service.

You have a right to 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* and can file a discrimination complaint **directly** with the *Minnesota Department of Human Rights* and the *Minnesota Department of Human Services*. Please use the following contact information:

1. 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)

2. 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:

- a. mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- b. fax: (202) 690-7442; or
- c. email: program.intake@usda.gov

This institution is an equal opportunity provider.

3. 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)

4. 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, MN Care, 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

Anoka County Human Services Equal Opportunity Policy and Procedure

It is the policy of Anoka County 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.

Anoka County 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 Anoka County 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 Anoka County Human Services. The Minnesota Human Rights Act also applies to the work of Anoka County Human Services and those agencies carrying out its programs.

Program Accessibility for People with Disabilities

Anoka County 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, Anoka County 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 Anoka County buildings
- Level access into the first floor of all Anoka County buildings with elevator access to all other floors

Reasonable Modifications to Policies, Procedures or Practices

Anoka County will make reasonable modifications to its policies, procedures or practices when necessary to avoid discrimination on the basis of disability, unless Anoka County can demonstrate that making the modifications would fundamentally alter the nature of the services, programs or benefits.

Effective Communication and Auxiliary Aids and Services

Anoka County 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, Anoka County 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, Anoka County Human Services will give primary consideration to the requests of people with disabilities. Anoka County 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, Anoka County Human Services will find another equally effective auxiliary aid or service.

A. ADA Contact

Anoka County 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.

Dee Guthman, Deputy County Administrator
Anoka County Government Center
2100 Third Avenue
Anoka, MN 55303
Voice: 763-324-4707
Or use your preferred relay service
Dee.Guthman@co.anoka.mn.us

Anoka County Civil Rights Complaint Form: Discrimination in Service Delivery

Client Information:

Name: _____
Address: _____
Telephone number(s): _____
Name, Address and Telephone number of someone who will know how to reach you (optional) _____

Agency Information:

Agency: _____
Person in Agency (if known): _____
Agency Address: _____
Agency Telephone: _____

Information about Discrimination Complaint (check as many as apply):

<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin	<input type="checkbox"/> Sex	<input type="checkbox"/> Creed	<input type="checkbox"/> Religion
<input type="checkbox"/> Age	<input type="checkbox"/> Disability	<input type="checkbox"/> Public Assistance Status	<input type="checkbox"/> Sexual Orientation	<input type="checkbox"/> Political Beliefs	
Details of Discrimination Claim: Equal Opportunity and Access					
Explain what happened to you and please include the following points:					
1) Explain why you believe you were treated differently; 2) Explain how you were treated differently from other people;					
3) Give the date(s) of the incident(s) 4) Give the name(s) of the people who were directly involved; 5) If there were any witnesses, give their names(s) and explain what they saw or heard.					
If you need more space, attach additional pages:					
Signature _____			Date _____		

Contact: Civil Rights Coordinator
763-324-1400 (voice)
763-324-1110 (fax)
Use preferred relay service

This information is available in accessible formats for individuals with disabilities by calling 763-324-1400 or by using your preferred relay service. For other information on disability rights and protections, contact the agency's ADA Coordinator.

Anoka County Human Services Civil Rights Complaint Resolution Procedure

Complaint Procedure:

Every individual has the right to equal access to services, whether they are an applicant, client or member of the public trying to gain access to human services program information or benefits. Anoka County Human Services has a civil rights complaint procedure that provides prompt and thorough resolution of civil rights complaints.

Civil rights complaints allege discrimination. Individuals have a right to file a civil rights complaint if they believe they or an individual they care for has been discriminated against because of their 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, MN Care, Children's Health Insurance Program (CHIP) programs, insurance companies and state health insurance exchanges.

It is against the law for anyone who works for Anoka County 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 Anoka County Human Services' equal opportunity policy, complaint procedure and complaint form. Use the contact information below to file your complaint. You can also review the law and regulations that outlaw discrimination in the Civil Rights Contact's office at Anoka County Human Services:

Cindy Cesare, Division Manager
Anoka County Human Services
Anoka County Government Center
2100 Third Avenue
Anoka, MN 55303
Voice: 763-324-1400
FAX: 763-324-1110
Or use your preferred relay service
Cindy.Cesare@co.anoka.mn.us

- A. Civil rights complaints **must** be submitted to the Civil Rights Contact within 180 days of the date the alleged discrimination occurred.
- B. 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.

- C. Anoka County Human Services **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. The investigation shall include interviews with individuals involved in the allegations in the complaint and review of all relevant documents.

Anoka County Human Services will issue a written decision on the complaint within 120 days after its filing and notify the complainant of its decision. Anoka County Human Services will maintain the complaint records and files for three years from the date of the decision. Complaints about program rules are not civil rights complaints and will be resolved through a different complaint process.

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**

- D. The person filing the complaint may appeal the Agency's decision by writing to the agency's Civil Rights Contact and requesting reconsideration of the Agency's decision 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.
- E. Within 120 days following completion of the investigation, Anoka County human Services will notify the Minnesota Department of Human Services Civil Rights Coordinator of the complaint utilizing the *Complaint Notification Form, Attachment F* of the Comprehensive Civil Rights Plan.
- F. Arrangements for People with Disabilities:

Anoka County Human Services **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 making these arrangements.

Anoka County Human Services will refer all SNAP civil rights complaints to DHS or the USDA regional office in Chicago as soon as possible after received.