



**BROWN COUNTY HUMAN SERVICES  
CIVIL RIGHTS COMPLIANCE PLAN**

REFERENCE: DHS Bulletin #16-89-01 (3/25/16)

EFFECTIVE: 1-1-95 (Update 1-1-01; 4-1-06; 4-1-16; 11-25-20)

A copy of this plan is located on the bulletin board in our lobby as well as on the Human Services page of the Brown County website.

**CONTACT INFORMATION:**

**Barb Dietz – Director  
Civil Rights Contact**

Address: 1117 Center Street, PO Box 788

Address: New Ulm, MN 56073

Phone: 507-359-6531

TDD: 507-359-6505

Fax: 507-359-6542

**Ruth Schaefer – Human Resources Director  
ADA Contact**

Address: 14 S State Street

Address: New Ulm MN 56073

Phone: 507-359-6603

Fax: 507-359-1430

It is the intent of Brown County Human Services to make reasonable accommodations to all persons under the Americans with Disabilities Act, including if you need an accessible format of this document. If the need for accommodations arises, please contact our office.

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Note: Brown County Family Services will officially become Brown County Human Services effective 1/1/17. For longevity purposes, the Human Service title is used in this document.

## **Purpose of the Plan**

The purpose of the Civil Rights Compliance Plan is to ensure compliance with Federal Civil Rights law in all its application to the business of Brown County Human Services. Brown County Human Services has a civil rights plan 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. The civil rights plan also serves as a source of information for county agency staff and the general public. The plan sets out 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.

## **Contact Information**

The following is contact information for Civil Rights and Limited English Proficiency purposes.

Contact: Barb Dietz – Director and OCR Coordinator  
Address: 1117 Center Street, PO Box 788  
Address: New Ulm, MN 56073  
Phone: 507-359-6531  
Fax: 507-359-6542  
Email: [barb.dietz@co.brown.mn.us](mailto:barb.dietz@co.brown.mn.us)  
Posting: Main lobby – Brown County Family Services, 1117 Center Street, New Ulm  
Brown County website

The following is contact information for ADA/504 purposes:

Contact: Ruth Schaefer, Brown County Personnel Director  
Address: 14 South State Street, PO Box 248  
Address: New Ulm, MN 56073  
Phone: 507-233-6603  
Fax: 507-359-1430  
Email: [ruth.schaefer@co.brown.mn.us](mailto:ruth.schaefer@co.brown.mn.us)  
Posting: Main lobby – Brown County Family Services  
Brown County website

## **Legal Authorities**

This document is written within the backdrop of the following citations: Title VI of the Civil Rights Act of 1964, Statutory Citation: 42 USC 2000d et seq. Regulatory Citation: 45 CFR Part 80, Federal Register Citation: 68 Fed. Reg. 47311 (2003); Section 504 of the Rehabilitation Act of 1973, Statutory Citation: 29 USC 794, Regulatory Citation: 45 CFR Part 84; Title II of the Americans with Disabilities Act of 1990, Statutory Citation: 42 USC 12131, Regulatory Citation: 28 CFR Part 35; Age Discrimination Act of 1975, Statutory Citation: 42 USC 6101, Regulatory Citation: 45 CFR Part 91; Food Stamp Act of 1977, Statutory Citation: 7 USC 2011 et seq., Community Assurance Provisions of the

Hill-Burton Act, Section 1557 of the Patient Protection and Affordable Care Act, Nondiscrimination Provisions of the Omnibus Budget Reconciliation Act of 1981, Title IX of the Education Amendments of 1972, Family Violence Prevention and Services Act, Nondiscrimination Compliance Requirements in the Food Stamp Program, Food and Nutrition Service, U.S Department of Agriculture, Bilingual Requirements in the Food Stamp Program, Food and Nutrition Service, U.S Department of Agriculture, FNS Instruction 112-1, Civil Rights Compliance and Enforcement – Nutrition Programs and Activities, Food and Nutrition Service, U.S Department of Agriculture, Equal Opportunity for Religious Organizations in USDA Regulation, Minnesota Human Rights Act, Chapter 363A.

## **Equal Opportunity Policy**

1. Policy Framework – In keeping with Office of Civil Rights (OCR) guidelines, each county human service agency should develop a written equal opportunity policy. This policy should relate to service delivery that states or reaffirms its commitment to provide all services, financial aid, and other benefits to all eligible persons without regard to race, sex, religion, age, political beliefs and disability. It is the policy of Brown County Human Services to provide federally-financed services, financial aid and benefits or programs and activities without discrimination on the basis of race, color, national origin, sex, sexual orientation, creed, religion, age, political beliefs, disability or public assistance status. Sex includes sex stereotypes and gender identity, under any medical or health program receiving federal financial assistance. The following are program examples: Medical Assistance, CHIP programs, clinics, insurance companies and state health insurance exchanges. This policy extends to prohibit discrimination in services that are administered and delivered according to Federal, State and local civil rights laws, executive orders, rules and regulations.
2. Equal Opportunity Components – “Equal opportunity” has the following components:

\*That no otherwise qualified person, under any program or activity receiving federal financial assistance (and state financed under ADA), shall be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination;

\*That each program or activity is conducted so when viewed in its entirety, it is readily accessible to and usable by individuals with physical, mental or emotional disabilities, including making reasonable accommodations or modifications in policies, practices or procedures when necessary unless doing so would result in either a fundamental alteration in the nature of the program or undue financial and administrative burdens;

\*That applicant/client eligibility determinations, assignments to staff and facilities, treatment by staff, access to information about programs, physical and programmatic access to facilities, referral services, intake and admissions procedures assessment, diagnosis, evaluation and treatment, outreach, patient

disciplinary actions and termination of services are made without regard to protected class status; and

\*That services and information are provided in the appropriate language to persons with “limited English proficiency” (LEP) as well as appropriate auxiliary aids and services including, but not limited to, use of a TTY/TDD and/or telephone relay service for individuals who are deaf or hard of hearing, providing readers for persons who are blind or visually impaired, providing literature or posters in formats that are understandable to blind or visually impaired individuals and providing appropriate special assistance to individuals with developmental and learning disabilities.

## **Disability Policy**

Brown County Family Services has, as part of its Civil Rights Compliance Plan, incorporated the use of the ADA-related brochure “Do you Have a Disability” (DHS-4133-ENG). This document is posted in the central reception area of the agency as well as being part of the appendices. This document is also included in all rights and responsibilities information packets distributed to applicants and customers. Please see Appendix 1 for a copy of this document.

## **Complaint Resolution Protocol**

1. Complaint Framework – In keeping with OCR guidelines, each county human service agency should develop a manageable procedure for resolving service delivery discrimination complaints. The agency should also provide written notice of this procedure to staff, applicants, clients and the general public. Also in keeping with OCR guidelines, each county human service agency should notify the Department of Human Services in writing of all service delivery discrimination complaints filed against the agency.

It is expected that Brown County Human Services will provide notification to the Department of Human Services within 90 days of the date the complaint is filed. For this purpose, Brown County Family Services will use the Brown County Human Service Complaint Notification document. Please see Appendix 2 for a copy of this document.

2. Resolution Protocol – Brown County Human Services will refer all civil rights complaints to the State Department of Human Services, Civil Rights Coordinator.

\*If a person believes they have been discriminated against because of the person’s race, color, national origin, sex, sexual orientation, creed, religion, age, political beliefs, disability or public assistance status. Sex includes sex stereotypes and gender identity, under any medical or health program receiving federal financial assistance, while applying for or receiving human services, the person may file a complaint. The person is encouraged to attempt to resolve the issue informally with the staff involved and their supervisor. However, the person has the right to file a complaint whenever the person feels there is just cause.

The person may file a complaint directly with the Department of Human Services (DHS).

\*The person must file the complaint within 1 year of the alleged discrimination. DHS may extend the one year period if the person can show good cause for not filing sooner.

\*The person must file a written complaint. This means the person must complete and sign Brown County Human Services discrimination complaint form. As an alternative, the person may request a discrimination complaint form by calling or writing to:

DHS Civil Rights Coordinator  
Minnesota Department of Human Services  
Office of Equal Opportunity  
PO Box 65997  
St. Paul, MN 55164-0997  
651-433-3040 (voice)  
651-431-7444 (fax)  
651-431-3041 (TTY/TDD)

\*It is important to add that complainants also know where to file civil rights complaints on the State and Federal level if they do not want to file a complaint with DHS or Brown County Human Services. Those entities are: Minnesota Department of Human Rights; U. S. Department of Health and Human Services Office for Civil Rights; and U. S. Department of Agriculture for the Food Stamp Program. The contact for these respective offices is as follows:

Minnesota Department of Human Rights  
190 E Fifth Street  
St. Paul, MN 55101  
(800) 657-3704 (Voice)  
(651) 296-1283 (TTY/TDD)

Office for Civil Rights  
U. S. Department of Health and Human Services  
Region V  
233 N. Michigan Avenue  
Suite 240  
Chicago, IL 60601  
(312) 886-2359 (Voice)  
(312) 353-5693 (TTY/TDD)

U. S. Department of Agriculture (USDA)  
Director, Office of Civil Rights  
Room 326-W, Whitten Building  
1400 Independence Avenue SW  
Washington, D.C. 20250-9410

(202) 720-5964 (Voice and TTY/TDD)

\*Once the person has filed the complaint, the institution or agency named in the complaint cannot retaliate against the person or any person who provides information about the complaint. If the person experiences retaliation because they filed a discrimination complaint or provided information about a complaint, the person should immediately notify the DHS Civil Rights Coordinator and report what happened.

\*Upon receiving the complaint, DHS should review it and notify the person in writing, within 10 days, regarding whether it has authority to investigate. If there is authority to investigate, the DHS Civil Rights Coordinator should conduct a prompt and thorough investigation to determine whether or not the facts support a finding of discrimination.

\*If DHS concludes that the facts support a finding of discrimination, it should take appropriate action to correct the discriminatory practice and to prevent it from happening again.

\*DHS should notify the person in writing of the outcome of the investigation within eight weeks of filing the complaint. If the person is not satisfied with the decision, the person may ask the DHS Civil Rights Coordinator to forward the complaint to the Equal Opportunity Director who will have 20 days to resolve the complaint and notify the person in writing of the outcome.

\*If the person is still not satisfied with the decision, the person may ask for review by the Commissioner. The request needs to be submitted to the DHS Civil Rights Coordinator. The Commissioner will have 10 days to resolve the complaint and notify the person in writing of the outcome.

## Limited English Proficiency Plan

Brown County strives to provide good customer service to all consumers, including persons with Limited English Proficiency (LEP). Good customer service includes, but is not limited to, the availability of an interpreter for persons with LEP as well as forms written in a language understood by the consumer (to the extent that DHS provides these forms). Brown County will use family members or friends under only limited circumstances; minor children will never be used as interpreters.

### Identifying and Assessing

Identification of LEP consumers will take place at initial contact with the agency. Consumers coming into the agency will be assessed by Office Support staff as to the level of verbal communication. Certain forms for the income maintenance unit have questions referring to language of preference and these questions will be reviewed by IM intake staff if applying for public assistance. A client has limited English language proficiency (LEP) when he/she is not able to speak, read, write or understand the English language at a level that allows him/her to interact effectively with Brown County Human Services staff. Sometimes it is not this easy to identify a person with LEP. Some clients may know enough English

to manage basic life skills, but may not speak, read or understand English well enough to understand in a meaningful way some of the more complicated concepts they may encounter within the human services systems. If there is a need for interpretative services, the staff here has been trained to use the language telephone interpreter service or the “I Speak” cards. “I speak” cards can help clients with LEP be able to identify their language needs for staff.

#### Notice of Rights to Language Assistance

Brown County staff must inform all clients with LEP of the public’s right to free interpreter services that these services must be provided in a timely manner and must be available during Brown County business hours. Staff must also hand out fliers stating the same to all clients with LEP.

#### Using Family and/or Friends as Interpreters

Staff are asked to accommodate clients’ wishes to have family or friends serve as interpreters whenever possible. However, staff must keep in mind both client confidentiality and interpreter competency and should also follow the rules set out below.

Brown County may expose itself to liability under Title VI if it requires, suggests, or encourages a client with LEP to use friends, minor children or family members as interpreters because family, friends or minor children may not be competent to serve as interpreters.

Use of family or friends could result in a breach of confidentiality or reluctance on the part of clients to reveal personal information critical to their situations. Family and friends may not be competent to act as interpreters because they may not be proficient enough in both languages, may lack training in interpretation, and/or have little familiarity with specialized program terminology.

If a client still refers a family member or friend to interpret after Brown County offers free interpreter services, Brown County may use the family member or friend if doing so will not compromise the effectiveness of the interpretation and/or violate the client’s confidentiality. Brown County staff should document in the client’s case file their offer of interpreter assistance and the fact that the client declined the offer. Even if a client elects to use a family member or friend as an interpreter, Brown County staff should suggest a trained interpreter listen in on the interview to ensure accurate interpretation.

The language line should be used in circumstances when a client is giving information that may negatively impact his/her eligibility for services – e.g. deadlines or certifications. The language line should also be preferred in situations where a client must answer complicated or detailed questions about his/her case. These interpretations may also be handled by family or friends, but should also be referred to language line interpreters or contractors for follow-up calls or letters.

Brown County staff should never use minor children as interpreters.



### Minnesota Data Practices Act

Minnesota Data Practices Act requires Minnesota government agencies to maintain the privacy of data that they collect in the course of their business. In the case of Brown County, the information that it collects regarding its clients is considered private data. Except in emergencies, this data may not be released to anyone other than the client, Brown County employees, the agents of Brown County, or others authorized by the courts or federal law, without the clients' written, informed consent.

For purposes of the Data Practices Act, organizations and persons who contract to provide translation and interpretation services to Brown County clients are considered agents of Brown County. They may be privy to Brown County clients' private data and are bound by the same requirements for confidentiality as are Brown County employees.

### Services to Clients/Recipients Who Do Not Read Their Own Language

The intake worker will make a determination for each case if the person is able to read and write in his/her native language, if preferred. When a consumer is unable to read or write in his/her native language, an interpreter will be provided to aid in completion of the necessary forms.

### Procedure for Using Interpreters

When programs require access to services within short time frames, Brown County 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, Brown County's 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 circumstances when consumers present for services who use a language other than most commonly used in Brown County. There may be languages such as Russian, Hmong, Vietnamese, Khmer/Cambodian, Lao, Somali and the like. Reception staff will refer all such cases to the Financial Services Supervisor, Social Services Supervisor or Director. This person will be responsible for trying to determine the consumer's language or country of origin using the "I speak" cards. Once determined, contact will be made with an appropriate language line service or interpreter.

The Brown County Human Services employee handling the case will inform either the consumer 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 consumer incur any costs associated with LEP – directed interpreter services.

### Complaint Resolution Protocol

Any adverse action taken by Brown County Human Services with which an applicant or recipient disagrees is subject to complaint. Brown County Human Services has a formal complaint process that can be utilized to try to resolve any dispute. The process is to take the complaint to the unit supervisor, agency director, county administrator, and board in that order. In the absence of local resolution, the person making the complaint will be informed in a language understandable to the grievance, 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 extent Brown County Human Services procedure included in Civil Rights Compliance Requirements. Appropriate use of Interpreter services to facilitate the dispute resolution process will take place.

### Competency Standards for Interpreters

Brown County will make sure that 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 clients culture.

### Annual SNAP Civil Rights Training

The USDA requires that county agencies conduct SNAP civil rights training on an annual basis. All staff who administers the SNAP program must attend the training as well as staff who come in direct contact with the public, such as support staff, supervisors, and managers. Brown County Human Services will conduct SNAP civil rights training annually to staff and keep record of all who have completed the training.

### Civil Rights Plan Administration

Brown County Human Services has posted this Civil Rights Plan as to be available to applicants, clients and members of the public by our public computer in the Cobden Room, as well as in the employee break room as to be available to all employees. The plan is also available on our web site. The Civil Rights Plan will be reviewed annually with all staff. Brown County Human Services has posted the *Do you have a disability* poster in the lobby as to accommodate the ADA's posting requirement.

## **2019-2021 STATE-COUNTY CIVIL RIGHTS ASSURANCE AGREEMENT**

The County Agency: Brown County 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.

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

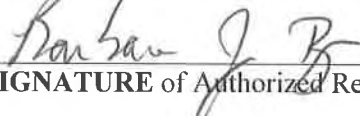
The County Agency agrees to:

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 Act 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 County Agency 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 County Agency 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 County Agency 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 County Agency, I state that I am authorized to bind the County Agency to the terms of the 2019-2021 Civil Rights Assurance Agreement and commit it to the above provisions.**

  
SIGNATURE of Authorized Representative

Barbara J Dietz  
Print Name

Brown County Human Services  
Name of County Agency

1117 Center St, PO Box 788, New Ulm, MN 56073  
Street Address, City, State, Zip Code

## 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**  
**2019-2021 STATE-COUNTY CIVIL RIGHTS ASSURANCE AGREEMENT 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](mailto:joann.dasilva@state.mn.us)

# Do you have a disability?

If you have a disability, you have the same rights as others.

Please tell us if you have a disability so we can help you access human services programs and benefits.

## What medical conditions may be disabilities?

A disability is a physical, sensory, or mental impairment that materially limits a major life activity.

Types of disabilities may include:

- Diseases like diabetes, epilepsy or cancer
- Learning disorders like dyslexia
- Developmental delays
- Clinical depression
- Hearing loss or low vision
- Movement restrictions like trouble with walking, reaching or grasping
- History of alcohol or drug addiction, although current illegal drug use is not a disability.

If you are asking for or are getting benefits through either a county human services agency or the Minnesota Department of Human Services, that office will let you know if you have a disability using information from you and your doctor.

## What help is available?

If you have a disability, your county or the state human services agency can help you by:

- Calling you or meeting with you in another place if you are not able to come into the office
- Using a sign language interpreter

- Giving you letters and forms in other formats like computer files, audio recordings, large print or Braille
- Telling you the meaning of the information we give you
- Helping you fill out forms
- Helping you make a plan so you can work even with your disability
- Sending you to other services that may help you
- Helping you to appeal agency decisions about you if you disagree with them.

You will not have to pay extra for help. If you want help, ask your agency as soon as possible. An agency may not be able to accommodate requests made within 48 hours of need.

## How does the law protect people with disabilities?

The Americans with Disabilities Act (ADA) and the ADA Amendments Act are federal laws, and the Minnesota Human Rights Act is a state law. Each gives individuals with disabilities the same legal rights and protections as people without disabilities, including access to public assistance benefits. You will not be denied benefits because you have a disability. Your benefits will not be stopped because of your disability. If your disability makes getting benefits hard for you, your county human services agency will help you access all of the programs that are available to you.



## Civil Rights Notice

**Discrimination is against the law.** The Minnesota Department of Human Services (DHS) does not discriminate on the basis of any of the following:

- race
- color
- national origin
- creed
- religion
- sexual orientation
- public assistance status
- marital status
- age
- disability
- sex
- political beliefs

## Civil Rights Complaints

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by a human services agency.

Contact **DHS** directly only if you have a discrimination complaint:

Civil Rights Coordinator  
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

### Minnesota Department of Human Rights (MDHR)

■ In Minnesota, you have the right to file a complaint with the MDHR if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- religion
- creed
- sex
- sexual orientation
- marital status
- public assistance status
- disability

Contact the **MDHR** directly to file a complaint:

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)  
651-296-9042 (fax)  
Info.MDHR@state.mn.us (email)

### U.S. Department of Health and Human Services' Office for Civil Rights (OCR)

You have the right to file a complaint with the OCR, a federal agency, if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- age
- disability
- sex
- religion

Contact the **OCR** directly to file a complaint:

Director, U.S. Department of Health and Human Services'  
Office for Civil Rights  
200 Independence Avenue SW, Room 509F  
HHH Building  
Washington, DC 20201  
800-368-1019 (voice) 800-537-7697 (TDD)  
Complaint Portal: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

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 require 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](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](mailto:program.intake@usda.gov).

This institution is an equal opportunity provider.



Attention. If you need free help interpreting this document, ask your worker or call the number below for your language.

ደስተውሉ፡ ይህንን ደኩመንት ለመተርጎም እርዳታ የሚፈልጉ ከሆኑ፡ የጉዳዮች ስራተኛ ይጠይቁ ወይም በሰልክ ቁጥር 1-844-217-3547 ይደውሉ።

ملاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، اطلب ذلك من مشرفك أو اتصل على الرقم 1-800-358-0377

သတိ။ ဤစာရွက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ သင့်လူမှုရေးအလုပ်သမား အားမေးမြန်း ခြင်းသို့ မဟုတ် 1-844-217-3563 ကိုခေါ်ဆိုပါ။

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមសួរអ្នកកាន់សំណុំរឿង របស់អ្នក ឬហៅទូរស័ព្ទមកលេខ 1-888-468-3787 ។

請注意，如果您需要免費協助傳譯這份文件，請告訴您的工作人員或撥打1-844-217-3564。

Attention. Si vous avez besoin d'une aide gratuite pour interpréter le présent document, demandez à votre agent chargé du traitement de cas ou appelez le 1-844-217-3548.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntauv no pub dawb, ces nug koj tus neeg lis dej num los sis hu rau 1-888-486-8377.

ဟ်သုဉ်ဟ်သးဘဉ်တက့ၢ်. ဖဲန့ၢ်လိဉ်ဘဉ်တၢ်မၤစၢၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၢ်.သံကွၢ်ဘဉ်ပုၤဂ့ၢ်ဝီအပုၤမၤစၢၤတၢ်လၢန့ၢ်မ့တ မ့ၢ်ကိးဘဉ် 1-844-217-3549 တက့ၢ်.

알려드립니다. 이 문서에 대한 이해를 돕기 위해 무료로 제공되는 도움을 받으시려면 담당자에게 문의하시거나 1-844-217-3565으로 연락하십시오.

ໂປຣດຊາບ. ຖ້າທ່ານ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພໍດີ, ຈົ່ງຖາມພະນັກງານກຳກັບການຊ່ວຍເຫຼືອຂອງທ່ານ ຫຼື ໂທໂທ 1-888-487-8251.

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, hojjettoota kee gaafadhu ykn afaan ati dubbattuuf bilbili 1-888-234-3798.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, обратитесь к своему социальному работнику или позвоните по телефону 1-888-562-5877.

Digniin. Haddii aad u baahantahay caawimaad lacag-la' aan ah ee tarjumaadda qoraalkan, hawl wadeenkaaga weydiiso ama wac lambarka 1-888-547-8829.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, comuníquese con su trabajador o llame al 1-888-428-3438.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi nhân viên xã hội của quý vị hoặc gọi số 1-888-554-8759.

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For accessible formats of this information, ask your county worker. For assistance with additional equal access to human services, contact your county's ADA coordinator. ADA4 (2-18)

agency

# ¿Tiene una discapacidad?

Si usted tiene una discapacidad, tiene los mismos derechos que los demás.

Sírvase informarnos si tiene una discapacidad para que podamos ayudarle a acceder a los programas y beneficios de servicios humanos.

## ¿Qué condiciones médicas pueden considerarse discapacidades?

Una discapacidad es un impedimento físico, sensorial o mental que limita considerablemente una actividad importante en la vida.

Los tipos de discapacidades pueden incluir:

- Enfermedades como la diabetes, la epilepsia o el cáncer
- Trastornos del aprendizaje como la dislexia
- Retrasos en el desarrollo
- Depresión clínica
- Pérdida de la audición o visión deficiente
- Movimiento limitado, como problemas para caminar, alcanzar o sujetar
- Historia de adicción al alcohol o las drogas, aunque el uso actual de drogas ilegales no es una discapacidad.

Si está solicitando o recibiendo beneficios a través de una agencia de servicios humanos del condado o del Departamento de Servicios Humanos de Minnesota (Minnesota Department of Human Services), esa oficina, usando la información suya y la que provea su médico, determinará si usted tiene una discapacidad.

## ¿Qué ayuda hay disponible?

Si usted tiene una discapacidad, la agencia de

servicios humanos del condado o del estado le puede ayudar con lo siguiente:

- Llamarlo o tener una cita con usted en otro lugar si no puede acudir a la oficina
- Usar un intérprete de lenguaje de señas
- Entregarle cartas y formularios en otros formatos, como archivos de computadora, grabaciones de audio, letras grandes o Braille
- Explicarle el significado de la información que le damos
- Ayudarlo a llenar formularios
- Ayudarlo a hacer un plan para que pueda trabajar aunque tenga una discapacidad
- Referirlo a otros servicios que puedan ayudarlo
- Ayudarlo a apelar las decisiones de la agencia acerca de usted si usted está en desacuerdo con ellos.

No tendrá que pagar dinero adicional para obtener la ayuda. Si desea recibir ayuda, solicítela a su agencia lo más pronto posible. Es posible que una agencia no pueda cubrir las solicitudes presentadas dentro de las 48 horas de informada la necesidad.

## ¿Cómo protege la ley a las personas con discapacidades?

La Americans with Disabilities Act – ADA (Ley para Estadounidenses con Discapacidades) y la ADA Amendments Act (Ley de Enmiendas de ADA) son leyes federales y la Minnesota Human Rights Act (Ley de Derechos Humanos de Minnesota) es una ley

estatal. Cada una de ellas otorga a los individuos con discapacidades los mismos derechos y protecciones legales que reciben las personas sin discapacidades, lo cual incluye el acceso a beneficios de asistencia pública. A usted no se le negarán beneficios porque tiene una discapacidad. Sus beneficios no se

descontinuarán debido a su discapacidad.

Si su discapacidad le dificulta obtener sus beneficios, su agencia de servicios humanos del condado lo ayudará a obtener acceso a todos los programas que están disponibles para usted.

## Aviso de Derechos Civiles

**La discriminación es contra la ley.** El Departamento de Servicios Humanos de Minnesota (DHS – Department of Human Services) no discrimina sobre la base de cualesquiera de las siguientes:

- raza
- color
- origen nacional
- credo
- religión
- orientación sexual
- condición de asistencia pública
- estado civil
- edad
- discapacidad
- sexo
- cerencia política

## Quejas de Derechos Civiles

Usted tiene el derecho de presentar una queja por discriminación si cree que fue tratado de manera discriminatoria por una agencia de servicios humanos.

Comuníquese directamente con el **DHS** sólo si tiene una queja por discriminación:

(Coordinador de Derechos Civiles)  
 (Departamento de Servicios Humanos de Minnesota)  
 (División de Igualdad de Oportunidad y Acceso)  
 Civil Rights Coordinator  
 Minnesota Department of Human Services  
 Equal Opportunity and Access Division  
 P.O. Box 64997  
 St. Paul, MN 55164-0997  
 651-431-3040 (voz) o use el servicio de retransmisión de su preferencia

### Departamento de Derechos Humanos de Minnesota (MDHR - Minnesota Department of Human Rights)

■ In Minnesota, you have the right to file a complaint with the MDHR if you believe you have been discriminated against because of any of the following:

- raza
- color
- origen nacional
- religión
- credo
- sexo
- orientación sexual
- estado civil
- condición de asistencia pública
- discapacidad

Comuníquese con el **MDHR** directamente para presentar una queja:

(Departamento de Derechos Humanos de Minnesota)  
 Minnesota Department of Human Rights  
 Freeman Building, 625 North Robert Street

St. Paul, MN 55155  
 651-539-1100 (voz)  
 1-800-657-3704 (número gratuito)  
 711 o 1-800-627-3529 (MN Relay)  
 651-296-9042 (fax)  
 Info.MDHR@state.mn.us (correo electrónico)

### Departamento de Salud y Servicios Humanos de los Estados Unidos Oficina de Derechos Civiles (OCR - Department of Health and Human Services Office of Civil Rights)

Usted tiene el derecho de presentar una queja ante el OCR, una agencia federal, si cree que ha sido discriminado por cualesquiera de las siguientes:

- raza
- color
- origen nacional
- edad
- discapacidad
- sexo
- religión

Comuníquese con el **OCR** directamente para presentar una queja:

(Director)  
 (Departamento de Servicios Humanos y de Salud de la Oficina para los Derechos Civiles de los Estados Unidos)  
 Director  
 U.S. Department of Health and Human Services' Office for Civil Rights  
 200 Independence Avenue SW  
 Room 509F  
 HHH Building  
 Washington, DC 20201  
 1-800-368-1019 (voz)  
 1-800-537-7697 (TDD)  
 Portal de quejas: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

De acuerdo con la Ley Federal de Derechos Civiles y los reglamentos de Derechos Civiles y las políticas del **Departamento de Agricultura de EE.UU (U.S. Department of Agriculture - USDA)**, sus organismos, oficinas y empleados, y demás instituciones que participan o administran los programas del USDA, tienen prohibido discriminar debido a raza, color, origen nacional, sexo, credo religioso, discapacidad, edad, creencias políticas o tomar represalia o venganza por alguna previa actividad de Derechos Civiles en cualquier programa o actividad llevada a cabo o financiada por el USDA.

Las personas con discapacidad que requieran medios alternativos de comunicación para entender la información del programa (por ejemplo, Braille, letra grande, cinta de audio, lenguaje americano de señas, etc.) deben comunicarse con la Agencia (estatal o local) donde solicitaron los beneficios. Las personas sordas o con problemas de audición o discapacidades del habla, pueden comunicarse con el USDA a través del Servicio Federal de Retransmisión (Federal Relay Service) al 1-800-877-8339. Adicionalmente, la información sobre el programa puede estar disponible en otros idiomas aparte del inglés.

Si desea presentar una queja de discriminación de programa, complete el Formulario de Queja de Discriminación de Programa del USDA ([USDA Program Discrimination Complaint Form](#)), (AD-3027) que se encuentra en línea en: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), y en cualquier oficina del USDA, o escriba una carta dirigida a USDA y en la carta proporcione toda la información solicitada en el formulario. Para solicitar una copia del formulario de queja, llame al 1-866-632-9992. Envíe el formulario completo o carta al USDA a:

1. correo: (Departamento de Agricultura de EE.UU.) (Oficina del Secretario Asistente para los Derechos Civiles)  
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; o
3. correo electrónico: [program.intake@usda.gov](mailto:program.intake@usda.gov).

Esta institución es un proveedor que ofrece igualdad de oportunidades.



Para obtener esta información en formatos accesibles, consulte a su trabajador del condado. Para obtener asistencia con mayor acceso igualitario a servicios humanos, comuníquese con el coordinador de la ley ADA (Ley sobre los Estadounidenses con Discapacidades) de su condado. ADA4 (2-18)

agency