



Hennepin County Human Services and Public Health Department

300 South Sixth Street
Minneapolis, Minnesota 55487-0233
612-348-4806 (voice) or 7-1-1 (MN Relay Service)
612-348-8228 (fax) www.hennepin.us

HENNEPIN COUNTY HUMAN SERVICES AND PUBLIC HEALTH DEPARTMENT COMPREHENSIVE CIVIL RIGHTS PLAN

Civil Rights Contact

Denise Stewart
612-879-3679 (voice) or 7-1-1 (MN Relay Service)
Denise.Stewart@hennepin.us

Americans with Disabilities Act Coordinator/Contact

Caron Battle
612-348-7741 (voice), 612-348-5467 (TTY), or
7-1-1 (MN Relay Service)
Caron.Battle@hennepin.us

Limited English Proficiency Contact

Jillian Kyles
612-348-8547 (voice) or 7-1-1 (MN Relay Service)
Jillian.Kyles@hennepin.us

Print copies of this Comprehensive Civil Rights Plan are posted for review on the 10th Floor of the Hennepin County Government Center, A1005 Government Center, 300 South 6th Street, Minneapolis, MN 55487-0105, as well as all Hennepin County service center locations (see page 13 below for list of service center locations). An electronic copy of this Comprehensive Civil Rights Plan is available on Hennepin County's public website at www.hennepin.us, as well as the Hennepin County Human Services and Public Health Department intranet (SharePoint) page, which is available to all County staff.

For accessible formats of this publication or assistance with equal access to human services, contact Hennepin County's Americans with Disabilities Act coordinator, Caron Battle, at Caron.Battle@hennepin.us, 612-348-7741 (voice), 612-348-5467 (TTY), or 7-1-1- (MN Relay Service).

TABLE OF CONTENTS

Comprehensive Civil Rights Plan Cover Page.....	1
Table of Contents.....	2
Purpose Statement.....	3
Equal Opportunity Policy for Service Delivery.....	4
Disability Policies, Procedures and Other Requirements.....	5
Civil Rights Complaint Resolution Procedure for Service Delivery.....	8
SNAP Civil Rights Training.....	12
Comprehensive Civil Rights Plan Administration.....	13
Attachment A: Legal Authorities.....	14
Attachment B: Civil Rights Complaint Packet Cover Letter.....	15
Attachment C: Civil Rights Complaint Form: Policy Violation in Service Delivery.....	16
Attachment D: County Agency Complaint Notification Form for Complaints Alleging Discrimination in Service Delivery.....	17
Attachment E: ADA Notice Document.....	19
Attachment F: Limited English Proficiency (LEP) Plan.....	20
Attachment G: Assurance of Compliance.....	21

**HENNEPIN COUNTY HUMAN SERVICES AND PUBLIC HEALTH DEPARTMENT
COMPREHENSIVE CIVIL RIGHTS PLAN
PURPOSE STATEMENT**

As a recipient of federal financial assistance, the Hennepin County Human Services and Public Health Department (HSPHD) 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. HSPHD has a comprehensive civil rights plan to ensure that all eligible individuals receive equal access to program services and information. HSPHD's 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 HSPHD staff and the general public. The plan sets out HSPHD'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.

HENNEPIN COUNTY HUMAN SERVICES AND PUBLIC HEALTH DEPARTMENT EQUAL OPPORTUNITY POLICY

It is the policy of the Hennepin County Human Services and Public Health Department (HSPHD) HSPHD 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.

HSPHD 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 exchanges.

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

HENNEPIN COUNTY HUMAN SERVICES AND PUBLIC HEALTH DEPARTMENT

PROGRAM ACCESSIBILITY POLICY FOR PEOPLE WITH DISABILITIES

The Hennepin County Human Services and Public Health Department (HSPHD) 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, HSPHD will:

- Notify the public about the rights and protections for people with disabilities under the Americans with Disabilities Act (ADA).
- Designate an ADA Coordinator 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 approximate 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 HSPHD buildings.
- Level access into the first floor of HSPHD buildings with elevator access to all other floors.

Reasonable Modifications to Policies, Procedures, or Practices

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

Effective Communication and Auxiliary Aids and Services

HSPHD 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, HSPHD 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, HSPHD will give primary consideration to the requests of people with disabilities. HSPHD 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, HSPHD

will find another equally effective auxiliary aid or service.

HENNEPIN COUNTY LIMITED ENGLISH PROFICIENCY PLAN

Hennepin County has a Limited English Proficiency Plan, which is included as a separate Attachment to this Comprehensive Civil Rights Plan.

HENNEPIN COUNTY HUMAN SERVICES AND PUBLIC HEALTH DEPARTMENT CIVIL RIGHTS COMPLAINT RESOLUTION 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. The Hennepin County Human Services and Public Health Department (HSPHD) 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 HSPHD to retaliate against a person who files a complaint or who cooperates in the investigation of a civil rights complaint.

The law and regulations prohibiting discrimination can be viewed at the office of the Civil Rights Contact.

To file a complaint, ask for HSPHD's Civil Rights Complaint Packet, which consists of the following:

- Civil Rights Complaint Packet Cover Letter (Attachment B to this Plan)
- Equal Opportunity Policy (included above)
- Program Accessibility Policy for People with Disabilities (included above)
- Civil Rights Complaint Resolution Procedure (included below)
- Civil Rights Complaint Form (Attachment C to this Plan)

You may ask any HSPHD employee for a copy of HSPHD's Civil Rights Complaint Packet, or you may contact the Civil Rights Contact for a copy of the Packet.

Contact the Civil Rights Contact below to file a complaint.

HSPHD Civil Rights Contact
Denise Stewart
A1005 Government Center
300 South Sixth Street
Minneapolis, MN 55487-0233
[612-879-3679 \(voice\)](tel:612-879-3679) or [7-1-1 \(MN Relay Service\)](tel:7-1-1)
[Denise.Stewart@hennepin.us \(Email\)](mailto:Denise.Stewart@hennepin.us)

Civil Rights Complaint Procedure:

1. Civil rights complaints **must** be submitted to the Civil Rights Contact within 180 days of the date the alleged discrimination occurred.
2. A complaint must be in writing. You may use the Civil Rights Complaint Form, although it is not required. Your complaint must contain your name and address. Other contact information is also helpful, like a telephone number, relay number and email address. The written complaint must state the alleged problem or action and what you would like to see happen. Other details, like the date, time and place that the alleged problem or action occurred are also helpful. Sign and date the complaint. If you need assistance with your complaint, the Civil Rights Contact will help you.
3. HSPHD will conduct an investigation of the complaint, if it is a true civil rights complaint. The investigation may be informal, but it will be thorough and timely. People who have an interest in the complaint will have an opportunity to submit relevant evidence about the complaint. HSPHD will issue a written decision on the complaint within one-hundred twenty (120) days after its filing. Investigations regarding most complaints will be completed within sixty (60) days of their filing. HSPHD 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. If you are not satisfied with the decision, you may ask the Human Services Director to review it. You must ask for this review within fifteen (15) days of receiving the decision. To ask the Human Services Director to review a decision, you must submit your request, in writing, to the Civil Rights Contact, including the reasons you disagree with the decision. The Civil Rights Contact will then forward your written submission and all necessary information to the Human Services Director. The Human Services Director will issue a written decision within thirty (30) days of the date the Civil Rights Contact receives your written request for review.

If you are not satisfied with the decision of the Human Services Director, you may ask the County Administrator to review it. You must ask for this review within fifteen (15) days of receiving the decision of the Human Services Director. To ask the County Administrator to review a decision, you must submit your request, in writing, to the Civil Rights Contact, including the reasons you disagree with the decision. The Civil Rights Contact will then forward your written submission and all necessary information to the County Administrator. The County Administrator will issue a written decision within thirty (30) days of the date the Civil Rights Contact receives your written request for review. The decision of the County Administrator is final.

This appeal process is not the same as filing a fair hearings appeal with the DHS Appeals and Regulations Division.

5. HSPHD will notify the Civil Rights Coordinator at the Minnesota Department of Human Services within 90 days of all civil rights complaints filed against it.
6. You can also 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 Supplemental Nutrition Assistance Program (SNAP).

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

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

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

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

This institution is an equal opportunity provider.

7. You may file a complaint directly with the Minnesota Department of Human Rights or 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)

8. 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

9. 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

10. HSPHD 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 is responsible for working with people who file complaints to make appropriate arrangements.

HENNEPIN COUNTY HUMAN SERVICES AND PUBLIC HEALTH DEPARTMENT SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM TRAINING

The Hennepin County Human Services and Public Health Department (HSPHD) conducts annual online Supplemental Nutrition Assistance Program (SNAP) civil rights training for staff working in the SNAP Program. Employee training is accessed and documented through APEX, the County's electronic payroll and training system. See screenshot below:



SNAP Civil Rights 101

You can view further details about the Class by selecting the various links. You can enroll in the class by selecting the Enroll button or add the class to your Learning Plan by selecting the Add to Plan button.

Class Code 5-000172-010117	Class Name SNAP Civil Rights 101
Type Online Computer Based	Contact Bryan Lambert
Price Per Seat --	Drop Charge --
Start Date 01/01/2017	End Date 12/31/2017
Last Enrollment Date --	Last Drop Date --
Available Seats --	Available Waitlist 0
Language English	Duration 30 Mins

[Overview](#)
 [Objectives Met](#)
 [Schedule](#)
 [Prerequisites](#)
 [Notes and Attachments](#)

Description:

This class lets the learner experience decisionmaking scenarios that increase civil rights awareness and sensitivity on the job. It meets the USDA requirement for annual Civil Rights training.

Abstract:

SNAP Civil Rights 101 lets the learner experience decisionmaking scenarios that increase civil rights awareness and sensitivity on the job. This brief, online course meets the USDA requirement for annual Civil Rights training, to be administered to all employees who work with the SNAP program.

Class Syllabus

To receive credit for this class you must complete all required tasks in order.

To receive credit for this class you must complete all required tasks.

- 1 **SNAP Civil Rights 101**
Required Web-based

[Overview](#)
 [Objectives Met](#)
 [Schedule](#)
 [Prerequisites](#)
 [Notes and Attachments](#)

HENNEPIN COUNTY HUMAN SERVICES & PUBLIC HEALTH DEPARTMENT COMPREHENSIVE CIVIL RIGHTS PLAN ADMINISTRATION

Print copies of this Hennepin County Human Services and Public Health Department (HSPHD) Comprehensive Civil Rights Plan (Plan) are posted for review in the following locations, which are accessible to applicants, clients, member of the public, employees, volunteers and contractors:

- HSPHD Administrative Office
Hennepin County Government Center
A-1005 Government Center
300 South 6th Street
Minneapolis, MN 55487
- HSPHD Northwest Suburban Human Services Center Lobby
7051 Brooklyn Blvd
Brooklyn Center 55429
- HSPHD South Suburban Human Services Center Lobby
VEAP Community Service Center
9600 Aldrich Avenue South
Bloomington, MN 55420
- HSPHD North Minneapolis Human Services Center Lobby
1001 Plymouth Ave North
Minneapolis, MN 55411
- HSPHD West Suburban Human Services Center Lobby
1011 First Street South, Suite 108
Hopkins, MN 55343
- HSPHD South Minneapolis Human Services Center Lobby
2215 East Lake Street
Minneapolis, MN 55407
- HSPHD Central / Northeast Minneapolis Human Services Center Lobby
525 Portland Avenue South
Minneapolis, MN 55415

An electronic copy of this Plan is available on Hennepin County's public website at www.hennepin.us as well as the Hennepin County Human Services and Public Health Department intranet (SharePoint) page, which is available to all County staff.

The Plan will be reviewed annually with all department staff via unit meetings and through a news article in the electronic employee newsletter, *In the Loop*.

The Americans with Disabilities Act Notice Document (Attachment E to this Plan) is currently posted in all HSPHD Human Service Center lobbies as well as in other department sites that serve the public. This will continue to be HSPHD practice in the future.

ATTACHMENT A

HENNEPIN COUNTY HUMAN SERVICES & PUBLIC HEALTH DEPARTMENT COMPREHENSIVE CIVIL RIGHTS PLAN LEGAL AUTHORITIES

FEDERAL

1. Title VI of the Civil Rights Act of 1964 (race, color, national origin)
2. Section 504 of the Rehabilitation Act of 1973 (disability)
3. Section 508 Amendment of the Rehabilitation Act of 1973 (disability)
4. Title II of the Americans with Disabilities Act of 1990; State and local government services (disability)
5. Age Discrimination Act of 1975 (age)
6. Community Services Assurance Provisions of the Hill-Burton Act (health facilities receiving Hill-Burton Funds)
7. Section 1557 of the Patient Protection and Affordable Care Act (added sex discrimination in health care programs)
8. Nondiscrimination Provisions of the Omnibus Budget Reconciliation Act of 1981 (Federal Block Grants):
 - Community Services Block Grant (race, color, national origin, sex)
Remaining block grants (race, color, national origin, age, disability, sex, religion)
Social Services Block Grant
 - Maternal and Child Health Services Block Grant
 - Projects for Assistance in Transition from Homelessness Block Grant
 - Preventive Health and Health Services Block Grant
 - Community Mental Health Services Block Grant
 - Substance Abuse Prevention and Treatment Block Grant
9. Title IX of the Education Amendments of 1972 (sex)
10. Family Violence Prevention and Services Act (race, color, national origin, age, disability, sex, religion)
11. Food Stamp Act of 1977 [As Amended Through P.L. 108-269, 2004]
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 in USDA Regulation

STATE

1. Minnesota Human Rights Act, Chapter 363A

ATTACHMENT B

HENNEPIN COUNTY HUMAN SERVICES & PUBLIC HEALTH DEPARTMENT CIVIL RIGHTS COMPLAINT PACKET COVER LETTER

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. The Hennepin County Human Services and Public Health Department (HSPHD) 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 HSPHD to retaliate against a person who files a complaint or who cooperates in the investigation of a civil rights complaint.

The law and regulations prohibiting discrimination can be viewed at the office of the Civil Rights Contact.

You are receiving this packet of information upon your request, which packet consists of the following:

- HSPHD Equal Opportunity Policy
- HSPHD Program Accessibility Policy for People with Disabilities
- HSPHD Civil Rights Complaint Resolution Procedure
- HSPHD Civil Rights Complaint Form

If you wish to file a civil rights complaint, contact HSPHD's Civil Rights Contact:

HSPHD Civil Rights Contact
Denise Stewart
A1005 Government Center
300 South Sixth Street
Minneapolis, MN 55487-0233
612-879-3679 (voice) or 7-1-1 (MN Relay Service)
Denise.Stewart@hennepin.us

ATTACHMENT C

Civil Rights Complaint Form: Policy Violation in Service Delivery

Client / Complainant Information

NAME		TELEPHONE NUMBER	
STREET ADDRESS	CITY	STATE	ZIP CODE

Information about agency and/or parties

AGENCY NAME and/or PERSON'S NAME		AGENCY TELEPHONE NUMBER	
STREET ADDRESS	CITY	STATE	ZIP CODE

Information about alleged discrimination (check as many as apply)

<input type="checkbox"/> Race	<input type="checkbox"/> National origin	<input type="checkbox"/> Color	<input type="checkbox"/> Sex	<input type="checkbox"/> Creed	<input type="checkbox"/> Religion	<input type="checkbox"/> Political beliefs
<input type="checkbox"/> Disability	<input type="checkbox"/> Sexual orientation	<input type="checkbox"/> Age	<input type="checkbox"/> Public assistance status			

Details of alleged discrimination

Explain what happened to you, including the following points:

- Explain how you were treated differently from other people.
- Explain why you believe you were treated differently
- Give the date(s) of the incident(s).
- If there were any witnesses, give their name(s) and explain what information they can provide.

If you need more space, write on the back of this page and/or attach additional pages.

SIGNATURE	DATE
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ATTACHMENT D

**HENNEPIN COUNTY HUMAN SERVICES AND PUBLIC HEALTH DEPARTMENT
COMPLAINT NOTIFICATION FORM FOR COMPLAINTS ALLEGING DISCRIMINATION IN
SERVICE DELIVERY**

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

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

ACTION REQUIRED: Use this form to notify DHS about service delivery discrimination complaints filed against HSPHD and resolved at the county level. 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
St. Paul, MN 55164-0997
651-431-3034 (voice) or use your preferred relay service
651-431-7444 (fax)
joann.daSliva@state.mn.us

Hennepin County is Accessible

Americans with Disabilities Act

Hennepin County obeys the Americans with Disabilities Act (ADA). The ADA forbids discrimination against people based on their disability.

County programs and services are for everyone, including anyone with a speech, sight, hearing, stress related or other disability. The county is required to help people with physical or mental disabilities take part in its programs and services, and each county department has someone assigned to assist with ADA questions.

What to do if you need an accommodation

If you need help because of a disability, tell the county staff person serving you. If that person cannot help you, ask to talk to the staff person's supervisor or to the ADA representative for the department you are working with.

More information

- See the ADA law or regulations
- Ask questions about your rights under the ADA
- Ask for a change in county policies or practices because of your disability
- Get more help with something that concerns your disability

Contact

Jim Ramnaraine Hennepin County ADA coordinator
612-348-7711 (voice), 612-349-5467 (TTY)

For more information about making a complaint, call the county's Internal Audit department at 612-348-8330, 612-596-9456 (TTY).

This material is available in different forms, like large print, Braille, or on a tape. To request, call 612-348-7711 (voice), 612-349-5467 (TTY).



ATTACHMENT F

HENNEPIN COUNTY HUMAN SERVICES & PUBLIC HEALTH DEPARTMENT LIMITED ENGLISH PROFICIENCY (LEP) PLAN

The Hennepin County Limited English Proficiency Plan (updated January 2016) is a stand-alone document which is incorporated into this Comprehensive Civil Rights Plan.

ATTACHMENT G

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

County Agency: Hennepin County Human Services and Public Health Department

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

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

THE COUNTY AGENCY AGREES THAT IT WILL COMPLY WITH:

1. Title VI of the Civil Rights Act of 1964, 42 USC §2000d et seq., as amended, and all requirements imposed by or pursuant to the regulation at 7 CFR Part 15, Subpart A and Subpart C. In accordance with Title VI and the Regulation, no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity for which the County Agency receives Federal financial assistance from USDA/OHS.
2. Section 504 of the Rehabilitation act of 1973, 29 USC§ 794, as amended, and all requirements imposed by or pursuant to the regulation at 7 CFR Part 15b. In accordance with Section 504 of that Act and the Regulation, no otherwise qualified individual with a disability in the United States shall, solely by reason of her/his disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity for which the County Agency receives Federal financial assistance from USDA/OHS.
3. Title IX of the Education Amendments of 1972, 20 USC§ 1681 et seq., as amended, and all requirements imposed by or pursuant to the regulation at 7 CFR Part 15a. In accordance with Title IX of that Act and the Regulation, no person in the United States shall , on the basis of sex, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any education program or activity for which the County Agency receives Federal financial assistance from USDA/ OHS.
4. Age Discrimination Act of 1975, 42 USC§§ 6101-6107, as amended and all requirements imposed by or pursuant to the regulation at 45 CFR Part 91. In accordance with the Age Discrimination Act and the Regulation, no person in the United States shall, on the basis of age, be denied the benefits of, be excluded from participation in, or be subjected to discrimination under any program or activity for which the County Agency receives Federal financial assistance from USDA/OHS.

5. Current version of USDA's FNS Instruction 113-1, Civil Rights Compliance and Enforcement - Nutrition Programs and Activities, Food and Nutrition Service, issued November 8, 2005. The purpose of Instruction 113- 1 is to establish and convey policy and provide guidance and direction to the USDA Food and Nutrition Service (FNS) and its recipients and customers and ensure compliance with and enforcement of the prohibition against discrimination in all FNS nutrition programs and activities, whether federally funded in whole or not. FNS Instruction 113-1 incorporates the above Federal legal authorities.
6. Minnesota Human Rights Act found at Minnesota Statutes, Chapter 363A, specifically § 363A.11, Public Accommodations and § 363A.12, Public Services. In Minnesota, it is an unfair discriminatory practice to deny any person the full and equal enjoyment of the goods, services, facilities, privileges, advantages, and accommodations of a place of public accommodation because of race, color, creed, religion, disability, national origin, marital status, sexual orientation, or sex. Additionally, it is an unfair discriminatory practice to discriminate against any person in the access to, admission to, full utilization of or benefit from any public service because of race, color, creed, religion, national origin, disability, sex, sexual orientation, or status with regard to public assistance.

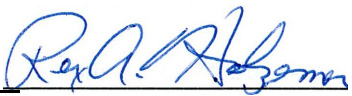
THE COUNTY AGENCY AGREES THAT BY ACCEPTING THIS ASSURANCE, it will compile data, maintain records, and submit reports, as required, to permit effective enforcement of the nondiscrimination laws and permit authorized USDA personnel and other authorized personnel, such as OHS personnel, during normal working hours to review such records, books, and accounts as needed to ascertain compliance with the nondiscrimination laws. If there are any violations of this assurance, USDA shall have the right to seek judicial enforcement of this assurance. This assurance is binding on the County Agency and its successors, transferees, and assignees, as long as they receive Federal financial assistance or retain possession of any assistance from DHS/USDA.

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

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

11/7/11

 Date

Rex A. Holzemer Assistant Count Administrator 
 Name and Title of Authorized Official (please print) Signature of Authorized Official

Hennepin County Human Services and Public Health
 Department Name of County Agency

300 South Sixth Street, MC 233, Minneapolis, MN
 55487 Street Address, City, State, Zip Code

2019-2021 STATE-COUNTY CIVIL RIGHTS ASSURANCE AGREEMENT

The County Agency: Hennepin 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 Action 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 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

Jodi Wentland
Print Name

Hennepin County
Name of County Agency

300 South 6th St, Minneapolis, MN 55487
Street Address, City, State, Zip Code

