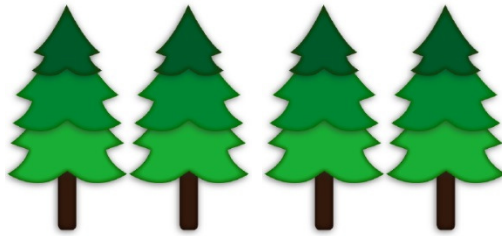


KANABEC COUNTY HEALTH AND FAMILY SERVICES CIVIL RIGHTS PLAN



Kanabec County Community Health and Family Services

905 East Forest Avenue

Mora, MN 55051

PH. 320-679-6350/ or 6330

Fax 320-679-6351/ or 6333

MN Relay Service 711 or 1-800-627-3529

Website: www.kanabecounty.org

Contact: *Kanabec County Community Health and
Human Services Directors -ADA/Civil Rights Contact Persons*
PH: 320-679-6438/6357 email address: kathryn.burski@co.kanabec.mn.us or
chuck.hurd@co.kanabec.mn.us

This information is available in other formats for people with disabilities by contacting us at (320)679-6350 (voice), (320)679 (TDD) or through Minnesota Relay Service at 711 or (800)627-3529 (voice, TTY, ASCII) or (800)676-3777 after hours or weekend customer needs (Voice, TTY or ASCII)

****This plan is posted on the lobby and Family Services resource room bulletin boards***

**KANABEC COUNTY COMMUNITY HEALTH and
FAMILY SERVICES CIVIL RIGHTS PLAN**

905 East Forest Avenue
Mora, MN 55051
Phone: 320-679-6350/6330
FAX: 320-679-6351/6333
TTY: 320-679-6387

Copies of the plan are posted on the bulletin board in the reception area and resource room.

Kanabec County Health and Human Services Director
ADA/504 Contact Person
Kanabec County Health and Family Services
905 East Forest Avenue
Mora, MN 55051
Phone: 320-679-6350/6330
Fax: 320-679-6351/6333
TTY: 320-679-6387

Email address: kathryn.burski@co.kanabec.mn.us or chuck.hurd@co.kanabec.mn.us

PURPOSE

As a recipient of federal financial assistance, Kanabec County Public Health and Family Service Agencies are 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. Kanabec County 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 agencies' 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.

Kanabec County Equal Opportunity Policy

It is the policy of Kanabec County Family Services to treat all applicants, clients and members of the public equally and without regard to race, color, national origin, creed, sex, religion, age, disability, sexual orientation, political beliefs, or status relative to public assistance, while applying for or receiving human services.

You may file a written complaint with Kanabec County Family Services.

Complaint Resolution Procedure

If you prefer to file your complaint with an agency other than with Kanabec County or the Department of Human Services, you may file a written complaint with:

Minnesota Department of Human Rights
190 E. Fifth Street

St. Paul, MN 55101
(800) 657-3704 (Voice)
(651) 296-1283 (TTY/TDD)

Office of 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)

You must file a written complaint within 1 year of the alleged discrimination. Kanabec County Family Services may extend the 1 year period if good cause for not filing sooner exists according to Kanabec County Family Services. This means you must complete and sign a Kanabec County Family Service complaint form. To request a discrimination complaint form, call or write to:

Directors
ADA/504 Contact Person
Kanabec County Community Health and Family Services
905 Forest Avenue East, Suite 150
Mora, MN 55051
Phone: 320-679-6350/6330
Fax: 320-679-6351/6333

Once you have filed your complaint, the institution or agency named in the complaint cannot retaliate against you or any person who provides information about your complaint. If you experience retaliation because you filed a discrimination complaint or provided information about a complaint, immediately notify the Kanabec County Family Services Director and report what happened.

Upon receiving your complaint, the Kanabec County Family Services Director will review it and notify you in writing, within 10 days, regarding whether it has authority to investigate. If there is authority to investigate, the Kanabec County Family Services Director will conduct a prompt and thorough investigation to determine whether or not the facts support a finding of discrimination.

If Kanabec County Family Services concludes that the facts support a finding of discrimination, appropriate action will be taken to correct the discriminatory practice and to prevent it from reoccurring.

Kanabec County Family Services will notify you in writing of the outcome of the investigation within 8 weeks of filing the complaint.

SPECIAL NEEDS

This information is available in other forms to people with disabilities by contacting us at (320)679-6350 (voice), (320)679-6387 (TDD) or through Minnesota Relay Service at (800)627-3529 or (877)627-3848 (Speech-to-Speech Relay Service).

Upon request, DHS will make its complaint procedure available in other useable media. DHS will also furnish qualified interpreters (and/or translators for complainants) with limited English proficiency as well as for persons with communication impairments.

LEGAL AUTHORITIES

Federal

Title VI of the Civil Rights Act of 1964 (race, color, national origin)

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 (disability)

Statutory Citation: 29 USC 794

Regulatory Citation: 45 CFR Part 84

Section 508 Amendment of the Rehabilitation Act of 1973 (disability)

Title II of the Americans with Disabilities Act of 1990; State and Local Government services (disability)

Statutory Citation: 42 USC 12131

Regulatory Citation: 28 CFR Part 35

Age Discrimination Act of 1975 (age)

Statutory Citation: 42 USC 6101

Regulatory Citation: 45 CFR Part 91

Community Service Assurance Provisions of the Hill-Burton Act (health facilities receiving Hill-Burton funds)

Statutory Citation: 42 USC 291 et seq.

Regulatory Citation: 45 CFR Part 124

Section 1557 of the Patient Protection and Affordable Care Act (added sex discrimination in health care programs)

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 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

Title IX of the Education Amendments of 1972 (sex)

Family Violence Prevention and Services Act (race, color, national origin, age, disability, sex, religion)

Statutory Citation: 42 USC 10406

Food Stamp Act of 1977 (as amended through P.L 108-269, 2004)

Statutory Citation: 7USC 2011 et seq.

**Nondiscrimination Compliance Requirements in the Food Stamp Program, Food and Nutrition Services,
U.S. Department of Agriculture**

Regulatory Citation: 7 CFR Part 272.6

**Bilingual Requirements in the Food Stamp Program, Food and Nutrition Service, U.S. Department of
Agriculture**

Regulatory Citation: 7 CFR Part 272.4

**FNS Instruction 113-1, Civil Rights Compliance and Enforcement – Nutrition Programs and Activities,
Food and Nutrition Services, U.S. Department of Agriculture (2005)**

Equal Opportunity for Religious Organizations in USDA Regulation

LEGAL AUTHORITIES – continued

State

Minnesota Human Rights Act, Chapter 363A

Kanabec County Family Service Department will use this form to notify the Minnesota Department of Human Services of service delivery civil rights complaints filed on the county agency level. Notification will take place within 90 days of receipt of the complaint.

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

AUTHORITY: U.S. Department of Agriculture, Food and Nutrition Service Instruction 113-1.
REQUIREMENT: County human service agencies must notify the DHS Civil Rights Coordinator of all service delivery discrimination complaints (i.e., civil rights complaints) filed against them (see bottom of Page 2 for contact information).

Provide the following information to the DHS Civil Rights Coordinator within 90 days of the date the complaint is 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. Brief description of the alleged discriminatory act(s):

COMPLAINT NOTIFICATION FORM

PAGE 2

5. If a policy or procedure had a discriminatory effect on applicants or clients, identify the policy/procedure and describe the discriminatory effect it had:

6. Identify any witnesses to the alleged discrimination. Witnesses are people who observed the alleged discrimination. Provide their names, addresses, telephone numbers and titles:

7. Give the dates when the alleged discrimination happened and if it was continuing, give the duration of each incident:

8. Investigation findings:

9. If applicable, corrective action recommended and taken:

CONTACT INFORMATION:

DHS Civil Rights Coordinator
Minnesota Department of Human Services
Office for Equal Opportunity
P.O. Box 64997
St. Paul, MN 55164-0997
651-431-3040 (voice)
651-431-7444 (fax)
651-431-3041 (TTY/TDD)

DHS Brochure: Do you have a disability?

Kanabec County Family Service Department will adopt: Do you have a disability? This brochure is DHS document—4133-ENG. This is an Americans with Disabilities brochure that provides required disability rights information for the public. This brochure itself will be posted on the bulletin board in the reception area right next to a copy of this comprehensive civil rights plan. Additionally, this document will be included in all rights and responsibilities information packets that go out to the public and/or to applicants for services.

Do you have a disability? See DHS Brochure (4133-ENG) in Appendix B to this plan.

A copy of Kanabec County Family Service Department's LEP Plan is completed and up to date and is included as an attachment to this plan as Appendix A

MINNESOTA DEPARTMENT OF HUMAN SERVICES

2016 CIVIL RIGHTS ASSURANCE AGREEMENT

ASSURANCE OF COMPLIANCE FOR MINNESOTA COUNTY HUMAN SERVICE AGENCIES WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964, SECTION 504 OF THE REHABILITATION ACT OF 1973 AND TITLE II OF THE AMERICANS WITH DISABILITIES ACT OF 1990

The county agency provides this assurance in consideration of and for the purpose of maintaining its receipt of federal financial assistance from the United States Departments of Health and Human Services and Agriculture. The county agency agrees that compliance with this assurance constitutes a condition of continued receipt of federal financial assistance and that it is binding upon the county agency, its successors, transferees and assignees.

THE COUNTY AGENCY AGREES THAT IT WILL COMPLY WITH:

1. *Title VI of the Civil Rights Act of 1964* (Pub. L. 88-352), as amended, and all requirements imposed by or pursuant to the regulation of the Department of Health and Human Services (45 C.F.R. Part 80). In accordance with Title VI and its implementing 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 otherwise be subjected to discrimination under any program or activity for which the county agency receives federal financial assistance from the Department of Health and Human Services.
2. *Section 504 of the Rehabilitation Act of 1973* (Pub. L. 93-112), as amended, and all requirements imposed by or pursuant to the regulation of the Department of Health and Human Services (45 C.F.R. Part 84). In accordance with Section 504 and the regulation, no otherwise qualified individual with a disability in the United States shall, solely by reason of 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 the Department of Health and Human Services.
3. *Title II of the Americans with Disabilities Act of 1990* (Title II of the ADA) protects qualified individuals with disabilities from discrimination in state or local government services based on their disability. The agency does not have to receive federal financial assistance to be required to comply with Title II of the ADA. The agency just has to be a state or local government.
4. *The Age Discrimination Act of 1975* (Pub. L. 94-195), as amended, and all requirements imposed by or pursuant to the regulation of the Department of Health and Human Services (45 C.F.R. 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 the Department of Health and Human Services.
5. *The Food Stamp Act of 1977* (Pub. L. 95-113), as amended, and all requirements imposed by or pursuant to the Food and Nutrition Service (FNS) Instruction 113-1, Civil Rights Compliance and Enforcement – Nutrition Programs and Activities of the Department of Agriculture which derives authority from the Food Stamp Act, the Department of Agriculture regulation implementing Title VI (7 C.F.R. Part 15 Subpart A and Subpart C) and the regulations implementing Section 504 and the Age Discrimination Act. In accordance with the Food Stamp Act and FNS Instruction 113-1, the Food Support Program is committed to assuring that no person in the United States shall, on the ground of race, color, national

origin, age, sex, disability, political beliefs or religion, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under the Food Support Program. FNS Instruction 113-1 requires that each local agency obtain a written civil rights assurance of compliance, and to assure compliance, Department of Agriculture personnel must be allowed access to county agency records, books and accounts as needed during normal work hours.

5. Pursuant to the Civil Rights Plan for the Minnesota Department of Human Services (DHS), DHS shall have access to private and/or confidential data maintained by the county agency or other sub-recipient of federal financial assistance to the extent necessary to conduct a full and complete investigation into any complaint of discrimination. DHS agrees to comply with all requirements of the Minnesota Government Data Practices Act (Minn. Stat. Ch. 13.01 et seq.). No private and/or confidential data collected, maintained or used in the course of an investigation shall be disseminated except as authorized by statute, either during the period of the investigation or thereafter.

The person whose signature appears below is authorized to sign this assurance agreement and commit the county agency to the above provisions. *The signature of the county agency director is preferred.*

County Human Services Agency: _____

Name: _____

Title: _____

Date: _____

I certify that the signatory for the county agency has lawful authority to bind the county agency to the terms of this civil rights assurance agreement.

Date: _____, 20 _____

By: _____
Attorney for County Agency

Appendix A

KANABEC COUNTY

LIMITED ENGLISH PROFICIENCY PLAN



APRIL 2007

UPDATED 5-16-08

Reviewed 6-24-10

UPDATED 5-20-11

UPDATED 11-14-12

Appendix A

Limited English Proficiency Plan

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Limited English Proficiency (LEP) Plan

12-01-03

LEP Coordinator:	Wendy Thompson	Director	320-679-6322
Financial Services:	Rose Linder	Supervisor	320-679-6381
Social Services:	Chuck Hurd	Supervisor	320-679-6357
	Kristen Struss	Supervisor	320-679-6365

100 – Purpose and Legal Basis

The following document serves as the Kanabec County plan to meet the legal obligation of language access requirements in compliance with Title VI of the Civil Rights Act of 1964: 7 CFR, 273 et seq; and 42 CFR 435 et seq. There are four components to this document.

200 – Assessment

300 – Policy

400 – Training

500 – Monitoring

200 – Assessment

201 – Needs Assessment – Kanabec County will on at least an annual basis make a needs assessment of the unique language needs within Kanabec County. Consultation will be made with the two major school districts in the County. Consultations will aim at trying to discern the types of non-English languages that are most predominant in Kanabec County and which constitute populations that the County serves or those that may be eligible for County-provided services. The County will also be amenable to receive County-specific data from the Department of Human Services to assist in this form of needs assessment.

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

203 - Points of Contact – The greatest likelihood of need for interpreter services will be at the point of intake – at the time of an emergency or application for financial assistance. The principal point of contact will most likely be, therefore, in the office setting in Mora. The most appropriate form of interpreter services will likely be language assistance in completion of an application for financial assistance or health care. The other point of contact may involve field-based contact when conducting child protection assessments. These contacts will typically take place in the home of the child's caretaker or parent.

204 – Resources Needed – Kanabec County will use its formal linkage with Language Line Services (1-800-367-9559) or Pacific Interpreters (866-425-0217) for Spanish and other languages. When feasible, on-site interpreter services will be made available and would be the first preference. The Agency also has interactive television (ITV) capabilities. When appropriate, the use of ITV will be considered. Use of reciprocal faxing processes will be used when necessary, this to facilitate completion of application and processing of interviews.

205 – Timely Access –Language Line Services and Pacific Interpreters are available 24-7. Contact will be made by commercial phone. When on-site interpreter services are to be used, it will be necessary to schedule appointments at mutually convenient times – for the client and the interpreter. Use of ITV, if used, and when available, will occur in a private setting in Family Services at the Public Services Building or in the Courthouse.

300 – Policies and Procedures

301 – Agency Commitment – Kanabec County is committed to the spirit of the Civil Rights Act of 1964. It recognizes the importance of providing meaningful access to all persons, including persons with LEP to the various programs operated under the hubris of Kanabec County.

302- Range of Oral Language Assistance – Use of Language Line or Pacific Interpreters services for non-English language will take place as necessary. Kanabec County will take advantage of the “notice of rights to language services” documents for persons with LEP as they are made available by the Department of Human Services.

303 – Uncommon Languages – There may be circumstances when customers present for services that use a language other than those most commonly used in Kanabec County. There may be languages such as Russian, Hmong, Vietnamese, Khymer/Cambodian, Lao, Somali and the like. Receptionist staff will refer all such cases to the Financial Services Supervisor, Social Services Supervisors or Director. This person will be responsible for trying to determine what the customer’s language or country of origin. Once determined, contact will be made with an appropriate Language Line Services or Pacific Interpreters interpreter in the customary manner.

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

305 – Use of Family and Friends – Use of family and friends as interpreters is not the preferred method of providing interpreter services. But when the intake worker has determined that it is not feasible to use formalized interpreter services, a consultation will be made with that worker’s immediate Supervisor or Director. Alternative methods of customer service will need to be discussed. If the worker has determined that a family member, friend or other responsible party can adequately perform the interpreter service, approval may be given. The worker needs to feel confident that the client’s data privacy rights will be protected and that the quality of the interpreter services to be provided by the family member or friend will be acceptable. The worker will need to document in the case file the extenuating circumstances for use of family or friends, particularly that the family was offered other interpreter services and that the client insisted that a family member or friend be used. Under no circumstances may minor children be used for interpretive services.

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

307 – Dissemination of LEP plan – Copies of the LEP Plan will be provided to the following: all employees who have direct customer contact, area Legal Aide office, Kanabec County Public Health and Kanabec County Courthouse. A copy of the main announcement, MS-1659, will be prominently displayed in the Agency reception area.

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

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

310 – Access to and Costs of Interpreters – Under no circumstances will KANABEC COUNTY indicate – either verbally or in writing – that any applicant or client in need of LEP services will be charged for interpreter or translation services. All such services shall be at no expense to the applicant or client. Such services will be provided during all normal business hours

and when necessary, during non-business hours when an emergency has been determined to exist.

311 – Notice of Service Availability – LEP clientele will be informed of the availability of free interpreter and translation services at the point when it appears that the customer is not able to communicate in English. Notice of service availability will come from the MS-1659 document in the central reception area. Distribution of the LEP Plan to various parties cited above will help in putting those entities on notice that interpreter and translation services are available on a timely basis and free of charge. Use of material that has been translated will be used immediately when it has been determined that the person presenting for service is not able to understand English. Insofar as the Department of Human Services has translated many forms into multiple languages, Kanabec County will access these forms as necessary. Access to the Department's website at www.dhs.state.mn.us/forms will be made. Additionally, translated income maintenance forms located in Temp Manual 12.01.13 will be accessed as needed.

312 – County-Produced Materials – Insofar as the LEP census in Kanabec County is minimal, it is not anticipated that KCFS will develop their own documents as the primary source of translated materials. Rather, KCFS will rely on the state-produced documents as the primary source of translated materials. Downloading of documents from the DHS web-page will also be used as necessary. KCFS will follow DHS's translation numerical guidelines as required.

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

314 – Posting – A copy of the Kanabec County LEP Plan will be posted on the main bulletin board in the Family Services Resource Room.

400 – Training

401 – Distribution of LEP Plan – All Kanabec County employees who have direct contact with customers will be provided a copy of the LEP Plan upon its adoption. If any changes are made in the document, a revised copy will also be provided to the same entities listed in # 307.

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

403 – Training of Staff – Ongoing – On at least an annual basis a review of the LEP Plan will take place.

500 – Monitoring

501 – Evaluation of the LEP – On at least an annual basis, the LEP Plan will be reviewed for effectiveness. This review will normally take place in January. The evaluation will involve consultation with representatives of the Financial Services Unit and Social Services Unit to determine compliance with the LEP Plan, identification of any problem areas and development of required corrective action strategies. Elements of the evaluation will include the following:

- * Number of persons with LEP in Kanabec County.
- * Assessment of current language needs of KCFS applicants and clients to determine if the client needs an interpreter and/or translated materials:
 - updating case files which lack information about a client's language preference; determining if clients need to be asked their language preference at the time of certification.
- * Determining whether existing assistance is meeting the needs of applicants and clients with LEP.
- * Assessing whether staff members understand KANABEC COUNTY LEP policies and procedures and how to carry them out, and whether language

assistance resources and arrangements for those resources are still current and accessible.

* Seeking and obtaining feedback from non-English or limited-English speaking communities in Kanabec County including applicants and clients as well as any known community organization or advocacy group working with non-English or limited-English speaking communities.

502 – LEP Contact Person – For purposes of the LEP Plan, Kanabec County’s designated contact person is the Health & Human Services Director, with appropriate delegation made to both the Financial Assistance Supervisor and the Social Service Supervisor of the Agency.

Appendix B



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 file, audio recording, 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.



How to file a complaint?

If you feel the county or the Minnesota Department of Human Services treated you differently in the handling of your public assistance application or benefits because of race, color, national origin, political beliefs, religion, creed, sex, sexual orientation, public assistance status, age, or disability, including physical access to government buildings, you may file a complaint with your county agency or any of the following agencies.

Minnesota Department of Human Services
Equal Opportunity and Access
P.O. Box 64997
St. Paul, MN 55164-0997
651-431-3040 (Voice)
866-786-3945 (TTY)

Minnesota Department of Human Rights
Freeman Building
625 Robert Street North
St. Paul, MN 55155
800-657-3704 (Voice)
651-296-1283 (TTY)

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)
312-353-5693 (TTY)

(For SNAP complaints)
U.S. Department of Agriculture
Director, Office of Adjudication
1400 Independence Avenue, S.W.
Washington, D.C. 20250-9410
866-632-9992 (Voice)
800-877-8339 (Federal Relay Service)
800-845-6136 (Español/English)

Attention. If you want free help translating this information, ask your worker or call the number below for your language.

ملاحظة: إذا أردت مساعدة مجانية في ترجمة هذه المعلومات، فاسأل مساعدك في مكتب الخدمة الاجتماعية أو اتصل على الرقم 1-800-358-0377.

កំណត់សំគាល់ បើអ្នកចង់បានជំនួយបកប្រែឥតគិតថ្លៃ សូមសួរអ្នកកាន់សំណុំរឿងរបស់អ្នក ឬ ទូរស័ព្ទទៅលេខ 1-888-468-3787 ។

Pažnja. Ako vam je potrebna besplatna pomoć za prevod ove informacije, pitajte vašeg radnika ili nazovite 1-888-234-3785.

Ceeb toom. Yog koj xav tau kev pab txhais cov xov no rau koj dawb, nug koj tus neeg lis dej num (worker) lossis hu 1-888-486-8377.

ໂປຼດຊາບ. ຖ້າທ່ານກຳລັງຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປຂໍ້ຄວາມດັ່ງກ່າວນີ້ຟຣີ, ຈົ່ງຖາມນຳພນັກງານຊ່ວຍວຽກຂອງທ່ານຫຼືໂທຫາຕາມເລກໂທ 1-888-487-8251.

Hubaddhu. Yoo akka odeeffannoon kun sii hiikamu gargaarsa tolaa feeta ta'e, hojjataa kee gaafaddhu ykn lakkoofsa kana bilbili 1-888-234-3798.

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

Ogow. Haddii aad dooneyso in lagaa kaalmeeyo tarjamadda macluumaadkani oo lacag la'aan ah, weydii hawl-wadeenkaaga ama wac lambarkan 1-888-547-8829.

Atención. Si desea recibir asistencia gratuita para traducir esta información, consulte a su trabajador o llame al 1-888-428-3438.

Chú Ý. Nếu quý vị cần dịch thông tin này miễn phí, xin gọi nhân-viên xã-hội của quý vị hoặc gọi số 1-888-554-8759.

LB2-0001 (10-09)

ADA5 [3-12]

This information is available in alternative formats to individuals with disabilities by calling your county worker. TTY users can call through Minnesota Relay at 800-627-3529. For Speech-to-Speech, call 877-627-3848. For additional assistance with legal rights and protections for equal access to human services programs, contact your agency's ADA coordinator.

Kanabec County Family Services Agency
905 Forest Avenue E., Suite 150
Mora, MN 55051
Ph. 320-679-6350 Fax 320-679-6350

Americans with Disabilities Act (ADA) Policy

I. Policy Statement

Kanabec County is committed to the fair and equal employment of people with disabilities. Reasonable accommodation is the key to this non-discrimination policy. While many individuals with disabilities can work without accommodation, other qualified applicants and employees face barriers to employment without the accommodation process. It is the policy of Kanabec County to reasonably accommodate qualified individuals with disabilities unless the accommodation would impose an undue hardship. In accordance with the Minnesota Human Rights Act and the Americans with Disabilities Act, accommodations will be provided to qualified individuals with disabilities when such accommodations are directly related to performing the essential functions of a job, competing for a job, or to enjoy equal benefits and privileges of employment. This policy applies to all applicants, employees, and employees seeking promotional opportunities.

II. Definition

Disability: For purposes of determining eligibility for a reasonable accommodation, a person with a disability is one who has a physical or mental impairment that materially or substantially limits one or more major life activities.

III. Reasonable accommodation

A reasonable accommodation is a modification or adjustment to a job, an employment practice, or the work environment that makes it possible for a qualified individual with a disability to enjoy an equal employment opportunity.

Examples of accommodations may include acquiring or modifying equipment or devices; modifying training materials; making facilities readily accessible; modifying work schedules; and reassignment to a vacant position.

Reasonable accommodation applies to three aspects of employment:

1. To assure equal opportunity in the employment process;
2. To enable a qualified individual with a disability to perform the essential functions of a job; and
3. To enable an employee with a disability to enjoy equal benefits and privileges of employment.

IV. Procedure - Current employees and employees seeking promotion

1. Kanabec County will inform all employees that this accommodation policy can be made available in accessible formats.
2. The employee shall inform their supervisor or the Personnel Director of the need for an accommodation.
3. The Personnel Director may request documentation of the individual's functional limitations to support the request. Any medical documentation must be collected and maintained on separate forms and in separate, locked files. No one will be told or have access to medical information unless the disability might require emergency treatment.
4. When a qualified individual with a disability has requested an accommodation, the employer shall, in consultation with the individual:
 - Discuss the purpose and essential functions of the particular job involved. Completion of a step-by-step job analysis may be necessary.
 - Determine the precise job-related limitation.
 - Identify the potential accommodations and assess the effectiveness each would have in allowing the individual to perform the essential functions of the job.
 - Select and implement the accommodation that is the most appropriate for both the individual and the employer. While an individual's preference will be given consideration, Kanabec County is free to choose among equally effective accommodations and may choose the one that is less expensive or easier to provide.
 - The Personnel Director will work with the employee to obtain technical assistance, as needed.
 - The Personnel Director will provide a decision to the employee within a reasonable amount of time.

If an accommodation cannot overcome the existing barriers or if the accommodation would cause an undue hardship on the operation of the business, the employee and the Personnel Director shall work together to determine whether reassignment may be an appropriate accommodation.

V. Procedure - Job applicants

1. The job applicant shall inform the Personnel Director of the need for an accommodation. The Personnel Director will discuss the needed accommodation and possible alternatives with the applicant.
2. The Personnel Director will make a decision regarding the request for accommodation and, if approved, take the necessary steps to see that the accommodation is provided.

VI. Policy for funding accommodations

Funding must be approved by the Kanabec County Board of Commissioners for accommodations that do not cause an undue hardship (M.S. 43A.191(c)).

VII. Definition

Undue hardship. An undue hardship is an action that is unduly costly, extensive, substantial, or disruptive, or that would fundamentally alter the nature or operation of Kanabec County.

VIII. VIII. Procedure for determining undue hardship

1. The employee will meet with the Personnel Director to discuss the requested accommodation.
2. The Personnel Director will review undue hardships by considering:
 - The nature and cost of the accommodation in relation to the size, the financial resources, and the nature and structure of the operation; and
 - The impact of the accommodation on the nature or operation of Kanabec County
 - The Personnel Director will provide a decision to the employee.

IX. Appeals

Employees or applicants who are dissatisfied with the decision(s) pertaining to his/her accommodation request may file an appeal with the Kanabec County Board of Commissioners, within a reasonable period of time, for a final decision.