# Attachment E- Family Support and Assistance (FSA) Department

Olmsted County Health, Housing, and Human Services (HHH)

2117 Campus Dr. SE, Suite 200

Rochester, Minnesota 55904

(507)328-6500

Minnesota Relay Service at 711 or 1-800-627-3529

The Comprehensive Civil Rights plan is posted in the FSA lobby next to the reception desk, and on the [Olmsted County website.](http://www.olmstedcounty.gov/)

# Purpose

As a recipient of federal financial assistance, Olmsted County Family Support and Assistance (FSA) 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.

# Filing Complaints with Federal Agencies

1. You have the option to file a discrimination complaint directly with the U.S. Department of Health and Human Services’(HHS) Office for Civil Rights for HHS programs such as the Medical Assistance, social services including child welfare services, or the Minnesota Family Investment Programs.

**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)

1. You also have the right to file a discrimination complaint directly with the U.S. Department of Agriculture (USDA) for the Supplemental Nutrition Assistance Program (SNAP). 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 USDS 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.

**U.S. Department of Agriculture (USDA)**

Office of the Assistant Secretary for Civil Rights

1400 Independence Avenue, SW

Washington, D.C. 20250-9410

fax: (202) 690-7442

email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

# Filing complaints with State Agencies

You have the option to file a discrimination complaint **directly** with the Minnesota Department of Human Rights and the Minnesota Department of Human Services.

* 1. 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

540 Fairview Avenue North, Suite 201

St. Paul, MN 55104

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](mailto:Info.mdhr@state.mn.us)

* 1. 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

ice) or use your preferred relay service

* 1. 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

[Tamara.earley@fns.usda.gov](mailto:Tamara.earley@fns.usda.gov)

# United States Department of Agriculture Non-discrimination Statement

USDA requires that the following nondiscrimination statement be provided **exactly** as it is shown below:

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

Persons with disabilities who required alternative means of communication for program information (e.g., Braille, large print, 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.

This institution is an equal opportunity provider.

# ADA Notice Document

* 1. Olmsted County Family Support and Assistance office will use the [DHS Brochure: Do you have a disability; DHS-4133-ENG](https://edocs.dhs.state.mn.us/lfserver/Public/DHS-4133-ENG) , as its ADA notice document. This notice document informs applicants, clients, and members of the public that Olmsted County does not discriminate on the basis of disability. The notice document also gives information to the public about the rights of people with disabilities under the Americans with Disabilities Act.

Olmsted County Family Support and Assistance has a copy of DHS brochure: Do you have a disability (DHS-4133-ENG) posted in the lobby next to the Family Support and Assistance reception desk.

* 1. Disability Policy Prohibiting Discrimination

TheOlmsted County Equal Opportunity Policy and Procedure includes provisions which prohibit disability discrimination in human services programs. This policy is located in the Family Support and Assistance lobby.

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

Olmsted County Family Support and Assistance will conduct annual SNAP civil rights training for all staff who administer the SNAP program and all staff who have direct contact with the public, such as support staff, supervisors and managers.

If Olmsted County Family Support and Assistance uses DHS’ PowerPoint presentation to train staff, they will document the date of the training each year and document who attends the training. If DHS Trainlink is used, DHS will retain training records for compliance of staff.

# Civil Rights Assurances of Compliance Agreements

Olmsted County and Olmsted County SNAP/MFIP providers have signed Civil Rights Assurance of Compliance agreements.

# Comprehensive Civil Rights Plan Administration

Olmsted County Family Support and Assistance will:

* Post a copy of its CCRP in the agency lobby where members of the public can review it and in the employee break room where staff can review it
* Post the CCRP on the agency’s public website
* Review the CCRP annually with ALL staff
* For the benefit of applicants, clients and members of the public, prominently post in the lobby a copy of the equal opportunity policy and procedure that includes provisions prohibiting disability discrimination and a copy of its civil rights complaint procedure
* Post a copy of the DHS brochure: *Do you have a disability* (DHS-4133-ENG) in the lobby next to the reception desk
* Conduct annual SNAP civil rights training for all staff who administer the SNAP program and all staff who have direct contact with the public, including support staff, supervisors and managers. Olmsted County Family Support and Assistance will document the date of the training each year and document who attends the training, unless training is completed on DHS Trainlik site where the training documents will be retained.