

Richland County Job and Family Services Civil Rights/Nondiscrimination Policy

It is the policy of Richland County Job and Family Services (RCJFS) to provide services to all persons in accordance with the nondiscriminatory requirements pursuant to Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975; the Omnibus Reconciliation Act of 1981, where applicable; and the Americans With Disabilities Act of 1990. All services are available to all participants without regard to race, color, national origin, handicap, age, sex, or religion. The same requirements are applied to all, and there is no distinction in eligibility for, or in the manner of providing services.

All persons and organizations having occasion either to refer persons for services or to recommend our services are advised to do so without regard to the person's race, color, national origin, handicap, age, sex, or religion.

The person designated as the RCJFS Civil Rights Coordinator is Carmen Jones who can be reached at (419) 774-5313.

Any person, who feels he or she has been discriminated against because of his or her race, color, national origin, handicap, age, sex, or religion, has the right to file a complaint. The complaint must include information regarding the time, place, persons involved, the nature of the complaint, evidence of discrimination, complainant's name, address, and telephone number.

■ Assistance in filing a complaint may be obtained from:

Carmen Jones, Civil Rights Coordinator
Richland County Job and Family Services
171 Park Avenue East
PO Box 188
Mansfield, Ohio 44901

Kelly Cicolani, Alternate Civil Rights Coordinator
Richland County Job and Family Services
171 Park Avenue East
PO Box 188
Mansfield, Ohio 44901

■ Additional assistance in filing a complaint may be obtained from:

Ohio Department of Job and Family Services
Office of the Chief Inspector
Bureau of Civil Rights
30 East Broad Street, 32nd Floor
Columbus, Ohio 43266-0423
Telephone: (614) 995-9956 or
Toll free: 1-866-227-6353
TTY hearing impaired: (614) 995-9961 or
Toll free 1-866-221-6700
Fax: (614) 466-0207

Office for Civil Rights
Department of Health & Human Services
105 W. Adams Street, 16th Floor
Chicago, Illinois 60603
Telephone: 312-353-5693

Richland County Job and Family Services Civil Rights Grievance Procedure

Any person who feels he or she has been discriminated against because of his or her race, color, national origin, handicap, sex, or religion by Richland County Job and Family Services (RCJFS) may file a grievance.

In order to implement this policy, Richland County Job and Family Services has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any violation of the nondiscrimination requirements of Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975; the Omnibus Budget Reconciliation Act of 1981, where applicable; and the Americans With Disabilities Act of 1990. The law and regulations may be examined in the office of Carmen Jones, Business Administrator, 171 Park Avenue East, P.O. Box 188, Mansfield, Ohio 44901 (telephone number 419-774-5313), who has been designated to coordinate efforts of Richland County Job and Family Services to comply with the regulations.

1. A complaint must be filed in the office of the RCJFS Civil Rights Coordinator, Carmen Jones, within 180 days of the date on which the incident or treatment happened. The complaint must include information regarding the time, place, persons involved, the nature of the complaint, evidence of discrimination, complainant's name, address, and telephone number.
2. The RCJFS Civil Rights Coordinator shall send notice to the Director of the Ohio Department of Job and Family Services (ODJFS) when an allegation of discrimination has been filed against Richland County Job and Family Services or one of its contracted providers. The notice shall include: the complainant's name, address, telephone number, if available; a discriminatory allegation; and other information which may be pertinent to the charge. The Director of ODJFS will forward such allegations to the ODJFS Civil Rights/EEO Section.
3. The RCJFS Civil Rights Coordinator shall conduct a prompt and thorough investigation of all charges, make preliminary findings as to whether discrimination has occurred, and, if it has occurred, make a recommendation to the RCJFS Director to take all action necessary to correct the discriminatory practices. The ODJFS Civil Rights/EEO Section may assist the RCJFS Civil Rights Coordinator in the investigation and subsequent findings and recommendations.
4. The complainant will be advised, within ten (10) work days, of the findings regarding the complaint. The complainant will also be advised of the right to file a complaint to any appropriate State or Federal Civil Rights Enforcement Agency, if not satisfied with the internal decision.
5. No person who has filed a complaint, testified, assisted, or participated in any manner in the investigation of a complaint, shall be intimidated, threatened, coerced, or retaliated against.

Richland County Job and Family Services Communication With Sensory-Impaired Clients Policy

Richland County Job and Family Services provides qualified sign language interpreters and other auxiliary aids to sensory-impaired persons where necessary to afford such persons an equal opportunity to benefit from the services we provide. Such interpreters and auxiliary aids will be provided at no cost to the client.

Family or friends of the hearing-impaired person may be used as an interpreter if requested by the hearing-impaired person only after an offer to provide an interpreter has been made by our agency. A minor child may not be used as an interpreter. The agency has the right to call an independent interpreter to be present during interviews with the individual.

Procedure to arrange for an interpreter:

- Contact the Fiscal Officer, Sherry Takacs. She will contact the Rehabilitation Service of North Central Ohio, Inc. to arrange for an interpreter.

TDD/TTY (telecommunication device for the deaf)

- Clients will be given the TDD/TTY phone number for the agency.
- The TDD/TTY phone number is (419) 774-5415.

Richland County Job and Family Services Communication With Limited-English-Proficient Persons Policy

Richland County Job and Family Services shall provide for communication with limited-English-proficient persons, including current and prospective program participants, to ensure them an equal opportunity to benefit from services. The procedures outlined below will ensure that information about rights, responsibilities, etc. are communicated to limited-English-proficient persons in a language which they understand. Also, it provides for an effective exchange of information between staff/employees and participants/clients while services are being provided.

Family or friends of the limited-English-proficient person may not be used as interpreters unless specifically requested by that individual after an offer of an interpreter has been made. Such an offer and the response must be documented in the person's file. Other clients may not be used to interpret. Minor children may not be used to interpret. These restrictions are to ensure confidentiality of information and accurate communication. The agency reserves the right to call an independent interpreter or Language Line even when the individual has his/her own interpreter.

Richland County has few requests for interpreters. Should an interpreter be required, the agency will contact the Language Line at 1-866-874-3972.

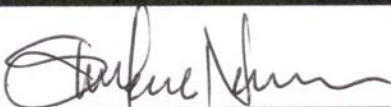
Richland County Job and Family Services Accessibility For Individuals Using Wheelchairs

Richland County Job and Family Services will make reasonable accommodations to ensure that individuals using wheelchairs are able to access workers and areas of the building necessary to obtain services.

These accommodations include:

- Van accessible parking spaces, marked with upright signs
- Clearance on all doorways and hallways to enable wheelchair access
- Accommodations for caseworkers to use alternate cubicles or offices to enable wheelchair access
- Periodic checks to make sure there are no obstacles obstructing access to all areas
- A wheelchair accessible restroom
- A wheelchair accessible elevator to use during tornado warnings

As remodeling is done areas not meeting accessibility standards will be corrected. Richland County Job and Family Services works with the Rehabilitation Service Commission to ensure that reasonable accommodations are made.

 _____ Sharlene Neumann, Director	<u>July 10, 2006</u> _____ Date
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