# McLEOD COUNTY SOCIAL SERVICE CENTER
## 1805 Ford Avenue North – Suite 100
## Glencoe, MN 55336

# LIMITED ENGLISH PROFICIENCY (LEP) PLAN

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| | | |
|---|---|---|
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## I. PURPOSE AND LEGAL BASIS:

**As per the Civil Rights Act of 1964 (Title VI 42 U.S.C. et seq.; 45 CFR 80), Office for Civil Rights Policy Guidance (65 Fed. Reg. 52762 – (2000)), and Department of Justice Regulation (28 CFR 42.405(d)(1)), this document serves as the policy of the McLeod Social Service Center (MSSC) to ensure meaningful access to program information and services for persons with limited English language proficiency. This plan implements the Title VI language access responsibilities of human service providers receiving federal financial assistance from the U.S. Department of Health and Human Services.**

This information is available in other forms to people with disabilities by contacting us at 320-864-3144 (voice/TTY/TDD), 320-864-5265 (FAX), or through the Minnesota Relay Service at 1-800-627-3529 or 1-877-627-3848 (speech to speech relay service).

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## II. ASSESSMENT:

Beginning March 2001, MSSC began, and will continue at least annually, an assessment of resources, services, and needs of potential and existing persons with LEP in McLeod County by visiting with staffs regarding applicants for services and other methods as detailed as follows.

MSSC annually hosts an economic assistance unit employee orientation and planning meeting to discuss the needs and supports of the Migrant Farmworkers in McLeod County. **Spanish** is the non-English language most likely to be used in McLeod County. From the DHS DataWarehouse, MAXIS data, on average for languages spoken by applicants, over 90% were for English; over 5% for Spanish; many Unknown; and approximately .29% Russian; .075% ASL; .04% Arabic; and .02% each of Amharic, Chinese, and Polish. From the MN Department of Education's website on the Top 10 Home Primary Languages for Minnesota and applied to McLeod County: 95% were Spanish; 2.7% Russian; 1.7% Mandarin Chinese; 0.7% Hmong; 0.3% Vietnamese; and none for Arabic, Cambodian, Karen, Laotian, and Somali.

All staffs are oriented to the McLeod County policy for Equal Opportunity in Service Delivery, and to date, no civil rights complaints/lawsuits have been filed against MSSC staff/agency. MSSC also works closely with:

| | | |
|---|---|---|
| - McLeod Alliance for Victims of Domestic Violence, Hutchinson | | (320) 234-7933 |
| - Southern MN Regional Legal Services, Mankato | | (800) 247-2299 |
| - Migrant Legal Services, St. Paul | FAX | (651) 228-9450 |
| - Glencoe Multi-Cultural Alliance (City of Glencoe) | | (320) 864-5586 |
| - Central MN Jobs & Training Services, Monticello | | (763) 271-3713 |

## III. WRITTEN PLAN:

**A. Persons Covered by Policy** – MSSC "Limited English Proficiency" (LEP) plan has been developed to serve its clients, prospective clients, family members of clients or prospective clients, or other interested members of the public (hereafter called "clients") who do not **or** who speak limited English.

A client has LEP when he/she is not able to speak, read, write or understand the English language at a level that allows him/her to interact effectively with MSSC staff. Other clients may also have LEP when they may know enough English to manage basic life skills, but may not speak, read or understand English well enough to understand in a meaningful way some of the more complicated concepts and terms within the human services systems.

**B. Statement of Commitment to Meaningful Access** – No person will be denied access to MSSC programs or program information because he/she does not speak English or speaks limited English. MSSC will provide for effective communications between clients with LEP and MSSC staff by making appropriate language assistance services available when clients need these services. Clients will be provided with meaningful access to programs and services in a timely manner and at no cost to them.

**C. Offering Language Assistance Services** – Staffs will initiate an offer for language assistance to clients who have difficulty communicating in English, or when clients asks for language assistance. Staffs are encouraged to follow the client's preferences if the client wants a family member or friend to interpret versus MSSC provided interpreter. However, this should be allowed if doing so will not violate the client's data privacy rights and the family member/friend can demonstrate that he/she is competent to interpret. Staffs must offer free interpretation and/or translation services to persons with LEP in a language that they understand, in a way that preserves confidentiality, and in a timely manner.

**D. Uncommon Languages; In-Person Interpreter Services** – When staffs encounter a client with LEP in a language not commonly used, MSSC staffs will attempt to identify the language through the use of the "I Speak" cards **(see ATTACHMENT 3)** and posters, stating in both languages (English and .) that "I need a (Russian, Arabic, Vietnamese, Khmer, Hmong, Lao, Spanish, Oromo, Serbo-Croatian, or Somali) Interpreter". If still unknown, the client will be connected to the **Language Line** Services, which is a telephone interpretation service MSSC contracts with since May 2000. In the event an interpreter is needed *in-person* rather than over the telephone, arrangements will be made to have an interpreter available at a time and place that is convenient for both the interpreter and the client. Arrangements for *in-person* interpreting should be made by contacting vendors directly.

**E. Emergency Situations** – When programs require access to services within short time frames such as for expedited program services, MSSC will take necessary steps to ensure that all clients have access to services within the appropriate time frames through all available means including:

*Bilingual Staffs (see page 5, IV.B.1.) – always first try to contact their supervisor.
*Telephone Interpreter Services (see page 5, IV.B.2.)
**GOLDEN TONGUE Translation & Interpreting Services* (see page 5, IV.B.3).
~ **Staff may simply call *Golden Tongue* at (320) 864-3441.**

**F. Interpretation/Translation Defined** – ***Interpretation*** is defined as a spoken or visual explanation provided to help two or more people who do not speak the same language to communicate with each other. ***Translation*** is defined as a written version of a document provided in a different language than the original document.

**G. Assisting Clients That Do Not Read Their Language** – MSSC staffs must assist a client with LEP who does not read his/her primary language to the same extent as staffs would assist an English speaker who does not read English.

**H. Assigning Clients with LEP to Bilingual Staff** – MSSC has made concerted effort to place a preference in hiring practices for Spanish speaking applicants, and have been quite successful. Where applicable, MSSC will use its best efforts to assign clients with LEP to bilingual staffs who are fluent in reading and writing their language.

## IV. PROCEDURE FOR USING INTERPRETATION:

**A. Verification of Client's Identity** – MSSC staffs should continue the existing practice of verifying the identity of the client before releasing case-specific information. Bilingual staffs, Language Line staffs, or other private companies providing interpretation or translation services through contracts with the State (hereafter "contractors"), may be used in making verifications.

**B. Language Assistance Resources - - Order of Preference for Use** – Whenever reasonably possible, staffs should use these language assistance services in the order following:

**1. Bilingual Staff – The list of bilingual staffs available to serve as interpreters is in Attachment 1 of this Policy.** This list will be updated annually to coincide with the activity from the Migrant Farm Workers. Bilingual staffs listed speak Spanish.

MSSC staff should use Attachment 1 to connect existing bilingual staffs to clients with LEP for the purpose of providing interpreter assistance. These bilingual staffs are considered competent to provide interpreter assistance. They have been screened for competency and trained in ethics, interpreter skills, and standard program terminology. MSSC contracts for the screening services of the Court Certified translation services of ***Golden Tongue*** Translation/Interpreter Services in Glencoe, MN.

**2. Telephone Interpreter Services** – Staffs should use the Language Line Services for interpreter assistance when bilingual staffs are not available or when the language is one not commonly encountered at MSSC.

The Language Line telephone number is **1-800-367-9559.** The MSSC Client ID number is **#XXXXXX** and each worker has his or her own personal code. **Attachment 2** of this policy includes a "Quick Reference Guide" to accessing the ***Language Line.*** If a worker needs assistance with a personal code, they need to contact the Financial Assistance Supervisor at (320) 864-1391. (Actual MSSC Client ID number is available but confidential for agency use only.)

MSSC staffs should familiarize themselves with the Language Line before actually needing to use it. A demonstration is available for various languages and situations to help understand how this system works.

**3. Contract Interpretation and Translation Services** – At this time, MSSC does not hold any contracts with interpretation and translation service contractors. However, in an emergency, we would be able to utilize the professional services of "***GOLDEN TONGUE*** Translation & Interpreting Services" through Walter & Carmen Patino, 1322 E. 13th St., Glencoe, MN 55336, (320) 864-3441.

**4. Using Family and/or Friends As Interpreters** – whenever reasonably possible, staffs are asked to accommodate clients' wishes to have family or friends serve as interpreters. However, staffs must keep in mind both client confidentiality and interpreter competency and should follow the rules set out below. In certain situations, including but not limited to Child Protection Assessments, family and/or friends will not be used as interpreters.

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

Use of family or friends could result in a breach of confidentiality or reluctance on the part of clients to reveal personal information critical to their situations. Family and friends may lack proficiency in both language, lack training in interpretation, and/or have little familiarity with specialized program terminology.

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

MSSC bilingual staffs or contracted interpreters should be used in circumstances when a client is giving information that may negatively impact his/her eligibility for services (ie. deadlines or certifications). Bilingual staffs or contracted interpreters should also be preferred in situations where a client must answer complicated or detailed questions about his/her case. These interpretations may also be handled by family or friends, but should also be referred to MSSC bilingual staffs, the Language Line interpreters, or contractors for follow-up calls or letters. MSSC staffs must consider the requirements of the Minnesota Data Practices Act when determining whether or not a family member or friend may be used to interpret.

5. **Rule for Minor Children** – MSSC staffs should **never** use minor children as interpreters.

**C. Minnesota Data Practices Act** – Minnesota government agencies are required to maintain the privacy of data they collect in the course of business. Information collected by MSSC regarding its clients is considered private data. Except in emergencies, this data may not be released to anyone other than the client, MSSC employees, the agents of MSSC, or others authorized by the courts or federal law, without the client's written, informed consent.

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

**D. Competency of Interpreters** – MSSC will ensure that interpreters, whether bilingual staffs or professional interpreters, have been trained and demonstrate competency. To be competent to provide interpreter services, the interpreter must be proficient in both English and in the target language and be able to convey information in both languages accurately, have had orientation/training that includes the skills and ethics of interpreting, have basic knowledge in both languages of specialized program terms or concepts, and be sensitive to the client's culture.

## V. NOTICE OF RIGHTS TO LANGUAGE ASSISTANCE:

MSSC staffs must inform all clients with LEP of the public's right to free interpretation services. These services must be provided in a timely manner and must be available during MSSC business hours. Staffs must also hand out fliers stating the same to all clients with LEP.

MSSC staffs will use "I Speak" cards to help clients with LEP be able to identify their language needs. MSSC will also use "I Speak" posters in the agency to help staffs inform clients that language interpreters are available at no cost to the client **(see Attachment 3).**

## VI. PROCEDURE FOR USING/DISTRIBUTING TRANSLATED FORMS:

MSSC stocks a number of documents and forms in languages other than English, primarily in Spanish. Most if not all forms are available from the MN Department of Human Service eDOC's.

The Health Care Application Form, the Renewal Form, and the Household Report Form have been translated into Spanish, Russian, Somali, Hmong, Cambodian, Lao, Vietnamese, and Arabic. The English and translated versions are all available on the DHS website at: www.dhs.state.mn.us/Forms.

## VII. TRANSLATION PLAN:

MSSC ensures that vital documents* are translated into the non-English languages of those language groups when a significant percentage of the population, eligible to be served or likely to be directly affected by MSSC's programs, needs information or services in a language other than English to communicate effectively. **Vital document* for these purposes will be defined as it appears in the Office of Civil Rights (OCR) Policy Guidance. In the OCR, a document or information should be considered vital if it contains information that is critical for accessing a federal fund, recipient's services or benefits or is required by law. Examples include, but are not limited to: applications; consent forms; letters containing information regarding eligibility or participation criteria; notices pertaining to the reduction, denial, or termination of services or benefits; notices that require a response from beneficiaries; and documents that advise of free language assistance. MSSC has determined that the significant percentage that will trigger translation is 5% of a caseload race-population within an LEP language group.

In addition to the documents and forms it has already translated, MSSC will continue to translate additional vital documents until all vital documents/information have been translated. This translation plan will be considered a living document, one that will change on an ongoing basis according to need and as necessary modifications are identified.

## VIII. LEP TRAINING FOR MSSC STAFF:

MSSC will provide access to the LEP plan to all staffs so they can learn the policies and procedures required making language assistance available to clients with LEP on the Department's Shared Drive "S". All staffs with ongoing client contact are required to attend LEP training at least annually unless circumstances dictate more often. Staffs will be given at least two months advance notice of these training dates. In addition, information about the LEP plan has been incorporated into the MSSC New Employee Orientation manual.

LEP training will include information on the following topics: MSSC's legal obligation to provide language assistance to applicants/clients with LEP; the details of MSSC's LEP plan including its policies and procedures on accessing language assistance services; tips on working with interpreters; and suggestions on proper documentation in the client's case file, case notes, and data base file about the client's language needs.

## IX. MONITORING THE LEP PLAN:

Annually MSSC will conduct an evaluation of its LEP plan to determine overall effectiveness. The evaluation will help determine what is working or not, and if anything is missing or no longer necessary. Adjustments will be made accordingly. MSSC's LEP Coordinator will lead the evaluation activities with the help of a team of staffs who are familiar with the LEP plan and how it functions.

MSSC's annual evaluation of its LEP plan will include:

- assessment of the numbers of persons with LEP in the McLeod County area;
- assessment of the current language needs of clients with LEP to and whether they need an interpreter and/or translated materials to communicate effectively;
- updating files which lack information about a client's language needs;
- confirming information with clients about their language preference at recertification;
- determining if existing language assistance services are meeting the needs of LEP clients;
- assessing whether staffs understand MSSC's LEP policies and procedures and how to carry them out;
- assessing whether language assistance resources and arrangements for such are current and accessible; and,
- seeking feedback from LEP communities, including clients and community organizations and advocacy groups working with LEP communities, about the effectiveness of MSSC's LEP plan.

## X. LEP PLAN POSTED FOR PUBLIC REVIEW:

The LEP plan will be posted for public review in the MSSC lobby area, on the bulletin board across from the restrooms. The LEP plan will be available in English, and bilingual staffs or interpreters will be available to translate the plan for those who do not speak English but who wish to read it. The words "Limited English Proficiency Plan", in all appropriate languages in the McLeod County immediate area, will be posted with the LEP plan so that clients/applicants with LEP know that the plan exists and that they can get help to read it.

## XI. DISTRIBUTION OF LEP PLAN:

The approved MSSC LEP plan will be distributed to all MSSC new staff in their orientation file. A most current copy of the LEP Plan will be available on the Department's Shared Drive "S". All other reasonable requests will be considered.

## XII. RESPONSIBLE AUTHORITY/COMPLAINT PROCESS – CONTACT PERSON:

Each MSSC employee is responsible for implementing this LEP plan. The Human Service Director is designated to provide technical assistance and respond to inquiries and complaints from the public. MSSC has an existing complaint resolution procedure to use in resolving civil rights related disputes/complaints and this procedure will be used to resolve LEP-related disputes or complaints.

The Civil Rights Complaint Resolution Procedure **(Attachment 4)**, the County Human Service Agency Notification Form for Complaints Alleging Discrimination in Service Delivery **(Attachment 5)**, and the Policy for Equal Opportunity in Service Delivery **(Attachment 6)**, are all posted in the Reception Area/Lobby on a bulletin board across from the public restrooms. The McLeod County Social Service Center Director will provide information about this complaint procedure to all clients in a language they understand.

**Gary Sprynczynatyk, Human Service Director**
**Civil Rights Compliance Officer**
**McLeod Social Service Center**
1805 Ford Avenue North
Glencoe, Minnesota 55336
(320) 864-3144 (TTY also)
(320) 864-1341 (FAX)

**ATTACHMENT 1**

**McLEOD SOCIAL SERVICE CENTER**
**1805 Ford Avenue North – Suite 100**
**Glencoe, MN 55336**
**(320) 864-3144 (Voice/TTY)**
**(320) 864-5265 (FAX)**

## LIST OF BILINGUAL INTERPRETERS
**January 2015**

Below is a listing of McLeod Social Service Center staffs and past employees who have demonstrated a proficiency in a non-English language and a willingness to act as an interpreter on an "as needed" basis. Each person listed is considered "competent" to provide interpreter services for McLeod Social Service Center, and proficient in both English and the language listed next to their name. Each person is able to convey information in both languages accurately, have had orientation and training that includes the skills of ethics of interpreting, have basic knowledge in both languages of specialized program terms or concepts, and will be sensitive of the client's or applicant's culture.

| | | |
|---|---|---|
| **Aleckson,** Jeff, Social Worker | (320) 864-1238 | **- SPANISH** |
| **Coates,** Veronica, Family Based Service Provider | (320) 864-1316 | **- SPANISH** |
| **Dostal,** Rosa, Office Support Specialist | (320) 864-1251 | **- SPANISH** |

ATTACHMENT 2

McLEOD SOCIAL SERVICE CENTER

# QUICK REFERENCE GUIDE TO LANGUAGE LINE SERVICES

The Financial Assistance Supervisor, (320) 864-1391, is the contact person for questions or assistance in regard to the ***Language Line Services.*** The Financial Assistance Supervisor also maintains the individual **Access Codes** for each employee, division, and department in McLeod County.

**When receiving a call (*when placing a call to a non-English speaker, begin at Step 2):**

1. **Use Conference Hold** to place the non-English speaker on hold.

2. **Dial: 1-800-367-9559**

3. **Enter our 6-digit Client ID** on the telephone keypad **(#XXXXXX)**. (Actual number confidential.)

4. **Press: 1 for Spanish**
   **Press: 2 for all other languages** (if you press 2, you will need to speak the name of the language).

5. **Enter your Access Code** followed by the pound (#) sign. An interpreter will be connected to the call.

6. **Brief the Interpreter.** Summarize what you wish to accomplish and give any special instructions.
   - Enunciate your words
   - Try to avoid contractions as they can be misunderstood as opposite of your meaning. (i.e. use "cannot" versus "can't").
   - Speak slower than your normal speed of talking, pausing after each phrase.
   - Speak in short sentences, expressing one idea at a time.
   - Avoid using double negatives (i.e. Say "You must come in person to get benefits.", versus "If you don't appear in person you won't get your benefits.").
   - Speak in the first person - - avoid the "he said/she said".
   - Avoid using acronyms (i.e. "MFIP", "MA", "GA", "CADI", "TBI", "PRISM", "PRO SE", etc.) If you must do so, please explain the meaning, too.
   - Provide brief explanations of technical terms (i.e. "*Spend-down* means the client must use up some of his/her moneys or assets in order to be eligible for services.").
   - Pause occasionally to ask the interpreter if he/she understands the information you are providing, or if you need to slow down or speed up your speech patterns. (If the interpreter is confused, so is the client!)
   - Ask the interpreter if they believe that the client seemed to have understood the information you are conveying. You may have to repeat or clarify certain information by saying it in a different way.
   - BE PATIENT with the interpreter, the client, and yourself.
   - Thank the interpreter for performing a very difficult and valuable service.

7. **Say "end of call"** to the Interpreter when the call is completed.

Kuv xav tau ib tug Hmoob
pab txhais lus rau kuv.

**I need a Hmong interpreter**

ខ្ញុំត្រូវការអ្នកបកប្រែភាសាខ្មែរ

**I need a Khmer interpreter.**

ຂ້າພະເຈົ້າ ຕ້ອງການ ລ່ຳມແປພາສາລາວ

**I need a Lao interpreter**

Мне нужен русский переводчик.

**I need a Russian interpreter.**

**Turjumana afan Oromiffa enbarbana.**

**I need an Oromiffa interpreter.**

**Trebam prevodioca srpsko-hrvatskog jezika.**

**I need a Serbo-Croatian interpreter.**

Waxaan u baahnahay turjubaan
Somali ah.

**I need a Somali interpreter.**

Necesito servicios de intérprete
en español.

**I need a Spanish interpreter.**

Tôi cần thông dịch viên tiếng Việt.

**I need a Vietnamese interpreter.**

انا احتاج مترجم عربي

**I need an Arabic interpreter**

Link to interpreter card order form

DHS-4374-ENG 7-02

**ATTACHMENT 4**

Rev. 8/15

McLEOD SOCIAL SERVICE CENTER

CIVIL RIGHTS COMPLAINT RESOLUTION PROCEDURE

August 2015

If you believe you have been discriminated against because of your race, color, national origin, sex, religion, age, or physical, mental, or emotional disability while applying for or receiving services from our agency, you may file a complaint to:

Human Service Director
McLeod Social Service Center
1805 Ford Avenue North, Suite 100
Glencoe, MN 55336
(320) 864-3144 (V/TDD)
1-800-247-1756 (V/TDD)
FAX: (320) 864-5265

The complaint should be in writing and should be filed within 180 days after you become aware of the alleged discrimination.

The agency will review your complaint for investigation, as may be appropriate. If it is not appropriate for the agency to do an investigation, you will be notified in writing within ten days of our receiving your complaint.

If it is appropriate for our agency to do an investigation, we will conduct a prompt and thorough investigation to determine if the facts support a finding of discrimination. You will be provided with an opportunity to be heard. You have the right to representation. And, you have the right to an impartial decision-maker.

If we conclude that the facts support a finding of discrimination, we will take appropriate action to correct the discriminatory practice and to prevent it from happening again. We will notify you in writing of the outcome of our investigation within thirty days of our receiving your complaint.

If you are not satisfied with the decision, you may contact the Minnesota Department of Human Services by calling:

| | |
|---|---|
| (651) 297-4280 | (Voice) |
| (651) 297-7981 | (FAX) |
| (651) 296-8758 | (TYY) |
| (800) 627-3529 | (MN Relay Service) |

or by writing to:

ATTN: Civil Rights Coordinator
Office for Equal Opportunity, Affirmative Action, and Civil Rights
Department of Human Services
444 Lafayette Road
St. Paul, MN 55155-3812

- OVER -

NOTE: Within 90 days, McLeod County Social Services will notify the Department of Human Services in writing of all service delivery discrimination complaints filed against the agency.

Listed below are other agencies that you may contact:

**MINNESOTA DEPARTMENT OF HUMAN RIGHTS**

The Department of Human Rights enforces Minnesota's Human Rights Act. This is the state law that protects people from discrimination. To file a complaint with the Department of Human Rights, you must file a charge alleging that the discrimination occurred within 1 year from the filing date. For more information, call or write to:

Minnesota Department of Human Rights
190 East 5th Street, Suite 700
St. Paul, MN 55105
1-800-657-3704 or 651-539-1100
MN Relay: 711 or 1-800-627-3529
Email: Info.MDHR@state.mn.us

**OFFICE FOR CIVIL RIGHTS**

The Office for Civil Rights (OCR) enforces federal laws that prohibit discrimination by human services providers that receive funds from the United States Department of Health and Human Services. To file a complaint with OCR, you must file within 180 days of the alleged discrimination. For more information, call or write to:

U.S. Department of Health and Human Services
Office for Civil Rights
Region V - Chicago
233 N. Michigan Avenue, Suite 240
Chicago, IL 60601-5519
(800) 368-1019
FAX: (312) 886-1807

# ATTACHMENT 5

**COUNTY HUMAN SERVICE AGENCY NOTIFICATION FORM**
**COMPLAINTS ALLEGING DISCRIMINATION**
**IN**
**SERVICE DELIVERY**

AUTHORITY
Office for Civil Rights' *Guidelines for State Agency Civil Rights Compliance Plan:*
Each County human service agency must notify the Civil Rights Coordinator at the Department of Human Services of all service delivery discrimination complaints that are filed against the county.

Provide the following information 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. Include the names of any employees accused:

_____
_____
_____
_____
_____
_____
_____
_____

3. Type of Discrimination Alleged:

_____
_____
_____

4. Brief description of the Alleged Discrimination:

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

5. If a Policy or Procedure had a discriminatory effect on applicants or clients, state the Policy or Procedure involved:

6. Names, Titles, Addresses of Persons who may know about the alleged discrimination:

7. Dates on which the alleged discrimination occurred and if it was continuing, the duration of each incident:

8. Investigation/Inquiry findings:

9. If applicable, Corrective Action planned/taken:

## McLEOD SOCIAL SERVICE CENTER

# POLICY FOR EQUAL OPPORTUNITY IN SERVICE DELIVERY

**No otherwise qualified applicant for services or client shall be excluded from participation, be denied benefits, or otherwise be subjected to discrimination in any manner on the basis of race, color, national origin, sex, religion, age, or physical, mental, or emotional disability. This policy covers eligibility for and access to service delivery and treatment in all of our human services programs and activities.**

**Welfare & Social Service Committee Approved: 02/21/95**