



Civil Rights Plan

8900 C Independence Way, Alamosa, CO 81101

Voice-719-589-2581

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TTY users place calls through CO Relay Service:711 or 1-800-659-2656

Contact Persons

Civil Rights:	Catherine Salazar, Alamosa County DHS Director 8900 C Independence Way, Alamosa, CO 81101
ADA	HR Director -Alamosa County-County Attorney Alamosa County 8900 Independence Way, Alamosa, CO 81101

This plan is available in the public reception areas of the Department of Human Services, 8900 C Independence Way, Alamosa, CO 81101 and online at www.Alamosacounty.org

Americans with Disabilities Act Advisory

This information is available in accessible formats to individuals with disabilities and for information about equal access to services by contacting Catherine Salazar at the contact information above.

PURPOSE

As a recipient of Federal Financial Assistance, Alamosa County Department of Human Services is responsible for providing core services to assist and support Colorado's most vulnerable individuals and families so they can meet their basic needs and be treated with respect and dignity. Alamosa County Department of Human Services 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 Alamosa County Department of Human Services staff and the general public. The plan sets out the Agency'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.

LEGAL AUTHORITIES

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. Section 1557 of the Patient Protection and Affordable Care Act (added sex discrimination in health care programs)
7. 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 Human Services Block Grant
 - Community Mental Health Services Block Grant
 - Substance Abuse Prevention and Treatment Block Grant
8. Title IX of the Education Amendments of 1972 (sex)
9. Family Violence Prevention and Services Act (race, color, national origin, age, disability, sex, religion)
10. Food Stamp Act of 1977 (As Amended Through P.L. 108-269, 2004)
11. Nondiscrimination Compliance Requirements in the Food Stamp Program, Food and Nutrition Service, US Department of Agriculture
12. Bilingual Requirements in the Food Stamp Program, Food and Nutrition Service, US Department of Agriculture
13. FNS Instruction 113-1, Civil Rights Compliance and Enforcement - Nutrition Programs and Activities, Food and Nutrition Service, US Department of Agriculture (2005)
14. Equal Opportunity for Religious Organizations in USDA Regulation
15. Colorado Anti-Discrimination Act (CADA)

CIVIL RIGHTS CONTACT PERSON

Alamosa County Department of Human Services designates Catherine Salazar to serve as the

Agency's Civil Rights Contact, Agency point person on civil rights matters.

Contact Person	Catherine Salazar
Telephone	719-589-2581
Relay	711 or 1-800-659-2656
Email	Catherine.Salazar@state.co.us

EQUAL OPPORTUNITY POLICY

Alamosa County Department of Human Services Policy for equal opportunity in service delivery

It is the policy of Alamosa County Department of Human Services to make sure that program benefits and services are made available to everyone and provided to all eligible individuals without discrimination, in compliance with civil rights laws.

Alamosa County Department of Human Services employees, services, programs, benefits and policies will not discriminate against applicants, clients or members of the public because of race, color, ethnic or national origin, ancestry, age, sex, gender, sexual orientation, gender identity and expression, religion, creed, 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 insurance exchanges. Alamosa County Department of Human Services employees, programs and policies must also allow physical and program access for people with disabilities.

This civil rights policy covers Alamosa County Department of Human Services' 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. The policy applies to the agencies and providers receiving federal and state funds under contracts, licenses and other arrangements with Alamosa County Department of Human Services. The Colorado Anti-Discrimination Act (CADA) also applies to the work of Alamosa County Department of Human Services and the agencies carrying out the work of Alamosa County Department of Human Services.

Some state laws provide greater protections than federal law. In these cases, Alamosa County Department of Human Services will follow state law.

Program accessibility Policy for People with Disabilities

Alamosa County Department of Human Services 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, Alamosa County Department of Human Services will:

- Notify the public about the rights and procedures for people with disabilities under the Americans with Disabilities Act
- Designate and 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 appropriate 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 parking designated specifically for people with disabilities.
- Curb cuts and ramps between parking areas and the Alamosa County Department of Human Services buildings.
- Level access into the first floor of Alamosa County Human Services buildings with elevator access to all other floors at the Alamosa County Courthouse.

Reasonable Modifications to Policies, Procedures or Practices

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

Effective Communication and Auxiliary Aids and Services

Alamosa County Department of Human Services 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, Alamosa County Department of Human Services will provide 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, Alamosa County Department of Human Services will give primary consideration to the requests of people requesting the auxiliary aid or services unless it would fundamentally alter the nature of the service, program or benefit or cause an undue administrative or financial burden. If this happens, Alamosa County Department of Human Services will find another equally effective auxiliary aid or service.

COMPLAINT RESOLUTION PROCEDURE

Alamosa County Department of Human Services Civil Rights Complaint 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. Alamosa County Department of Human Services 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, insurance companies and state health insurance exchanges.

It is against the law for anyone who works for or contracts with the Alamosa County Department of Human Services to retaliate against a person who files a complaint or who cooperates in the investigation of a civil rights complaint.

To file a complaint, ask for the Agency's equal opportunity policy, complaint resolution procedure and complaint form. Use the contact information below to file a complaint. You can also review the law and regulations that outlaw discrimination in the Civil Rights Contact's office.

Catherine Salazar - Director
Alamosa County Department of Human Services
8900 C Independence Way, Alamosa CO 81101
719-589-2581 (voice)
711 or 1-800-659-2656 (TTY/TDD)
719-738-2549 (fax)
Catherine.Salazar@state.co.us

Arrangements for People with Disabilities

Alamosa County Department of Human Services will make appropriate arrangements to ensure the 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 (or designee) is responsible for working with people who file complaints to make appropriate arrangements.

Procedure:

- Civil rights complaints must be submitted to the Civil Rights Contact within 60 days of the date the alleged discrimination occurred.
- A complaint must be in writing and contain the name and address of the person filing it. Other important contact information includes: telephone number, relay number and email address. The complaint must state the problem or action alleged and the relief desired. If you need assistance with your complaint, the Civil Rights Contact will help you.
- The agency will conduct an investigation of the complaint. The investigation may be formal or informal, but it must be thorough and timely. People who have an interest in the complaint must have an opportunity to submit relevant evidence about the complaint. If the complaint requires an informal investigation the County agency will issue a written decision on the complaint, to the complainant and the state department, within 30 days after its filing. If the complaint requires a formal investigation the County agency will issue a written decision on the complaint, to the complainant and the state department, within 60 days after its filing. The County will maintain the complaint records and files for three (3) years. Alamosa County Department of Human Services will track all complaints, outcomes and business practices changes instituted as a result of complaints. Complaints about program rules are not civil rights complaints and will be resolved through a different complaint process.
- The person filing the complaint may appeal the decision by following the appeal process set forth below.
- The person filing the complaint must be informed that he/she can file a discrimination report directly with the US Department of Health and Human Services Office for Civil Rights or the US Department of Agriculture (USDA) for the SNAP Program

To file a complaint directly with the US Department of Health and Human Services:

The US Department of Health and Human Services Office for Civil Rights prohibits discrimination in its programs because of race, color, national origin, age, disability, sex or 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, insurance companies and state health insurance exchanges under Title I of the Affordable Care Act. Contact the federal agency directly through their online portal at [OCR Complaint Portal](#), or by mail to: Centralized Case Management Operations; US Department of Health and Human Services; 200 Independence Ave, SW; Room 509F HH Bldg; Washington, DC 20201 or via email at OCRComplaint@hhs.gov

To file a complaint directly with USDA:

In accordance with Federal civil rights law and US 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 who

require alternative means of communication for program information (e.g., Braille, large print, audiotope, 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 Services at 800-877-8339 or 800-845-6136 (Spanish). Additionally, program information may be made in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#) (AD-3207) found online at [USDA Discrimination Complaint](#) 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, send an email to CR-Info@usda.gov or call 866-632-9992. Individuals who are deaf, hard of hearing or have speech disabilities may use the Federal Relay Service 800-877-8339 or 800-845-6136 (Spanish). The form should be submitted by one of the following methods:

1. Mail to USDA; Director, Center for Civil Rights Enforcement; 1400 Independence Avenue, SW; Washington DC 20250-9410
2. Fax to 202-690-7442
3. Email to program.intake@usda.gov

To file a complaint directly with the State of Colorado:

The person filing the complaint must also be informed of the right to file a discrimination complaint directly to the State of Colorado. Complaints can be made through any of the following channels:

Utilize the Department's Civil Rights complaint processes by submitting the [Discrimination Complaint Form](#) or by contacting hcpf504ada@state.co.us.

Utilize the Colorado Civil Rights Division complaint process by completing the [CaseConnect Civil Rights Form](#) or contacting dora_ccrd@state.co.us. The Colorado Civil Rights Division (CCRD) is the State of Colorado's authority for the Colorado Anti-Discrimination Act (CADA)

Contact the Denver branch of the US Department of Health and Human Services Office of Civil Rights at 1961 Stout Street, Room 08-148; Denver CO 80294-3538; 200-368-1019 (voice); 202-619-3818 (fax); 800-537-7697 (TDD); ocrmail@hhs.gov (email).

Appeal Process

You have the right to appeal the outcome of the investigation if you are not satisfied with the decision. To appeal, you must send a written request to review the outcome of the investigation within 15 days of receiving the written decision. Be brief and state why you disagree with the decision, plus any additional information that may apply. Send your request to the attention of the Human Resource Manager; 8900 C Independence Way, Alamosa, CO 81101

The Human Resource Manager will review the information and render a decision within 15 days which will be final. This appeal process is not the same as filing a fair hearings appeal through the CDHS or HCPF appeals processes.

Alamosa County Department of Human Services is not an enforcement agency. It can investigate situations where policies prohibiting discrimination may have been violated. You are always free to file a discrimination complaint with other appropriate agencies, including enforcement agencies.

Assistance in filing your complaint

If you have questions or need help to file your complaint, the Civil Rights Contact can assist.

Alamosa County Department of Human Services Civil Rights Form

Alamosa County Department of Human Services has developed a form to assist complainants in filing a comprehensive complaint. It is available upon request and from the Alamosa County website.

Civil Rights Plan Administration

Alamosa County Department of Human Services will administer its Civil Rights Plan by doing the following:

- Providing its comprehensive civil rights plan in the Agency reception areas in all locations. The plan is available to applicants, clients, members of the public, employees, volunteers and contractors.
- Posting the comprehensive civil rights plan on the Agency's website.
- Review the comprehensive civil rights plan annually with all staff.
- Conduct annual SNAP civil rights training for appropriate staff.

Training of staff:

Alamosa County Department of Human Services newly hired staff will be trained on the Civil Rights Plan by their supervisor. All staff will be required to take training as offered by the Colorado Department of Regulatory Agencies – ccrd.colorado.gov.



Discrimination Complaint Form

Please fill out this form completely in print or type. Sign and return to the ADA Coordinator via mail, fax or email within 60 days of the incident. Complaints are processed as quickly as possible but may take up to 60 days depending on the nature of the complaint. If you require assistance completing this form, please contact the ADA Coordinator.

Person Filing Complaint:

Name: _____

Address 1: _____

Address 2: _____

City, State Zip: _____

Phone: _____ E-mail: _____

Person / Entity you are filing complaint about:

Name: _____

Department: _____

Address 1: _____

Address 2: _____

City, State Zip: _____

Phone: _____ E-mail: _____

Nature of Alleged Civil Rights Violation _____

Date of incident _____ -

Witnesses: _____

Name Address Phone Number

Name Address Phone Number

Describe briefly what happened. How and why do you believe that you have been (or someone else has been) discriminated against? Please be as specific as possible. Attach additional documentation if needed.

Are additional pages attached? Yes No If so, how many? _____

Have you filed a complaint about this matter with any other federal, state or local agency?

Yes No If yes, please provide the following information:

Agency Name: _____

Contact Person: _____

Phone Number: _____

Please sign and date this request:

Signature: _____

Date: _____

For Administrative use only:

Action taken: _____

Date: _____

ADA Coordinator Signature: _____

Date: _____



Nondiscrimination Notice

The Alamosa County Department of Human Services does not discriminate based on race, color, ethnic or national origin, ancestry, age, sex, gender, sexual orientation, gender identity and expression, religion, creed, political beliefs, or disability. The Alamosa County Department of Human Services does not discriminate in employment, admission or access to, treatment or participation in, or receipt of the services and benefits under any of its programs, services and activities.

The Alamosa County Department of Human Services provides:

Free aids and services for individuals with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats

Free language services for individuals whose primary language is not English, such as:

- Qualified foreign language interpreters
- Information written in other languages

If you believe The Alamosa County Department of Human Services has failed to provide these services or discriminated in another way, you can file a grievance with the Civil Rights Officer within 60 days of the incident. You can file by mail, phone, fax or email. The Civil Rights Officer can also help you file the grievance.

To request aids and services or to file a grievance:

Catherine Salazar - Director
Alamosa County Department of Human Services
8900 C Independence Way, Alamosa CO 81101
719-589-2581 (voice)

719-589-9794 (fax)

Catherine.Salazar@state.co.us

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Complaint Portal at ocrportal.hhs.gov/ocr/smartscreen/main.jsf, or by mail, phone, fax, or email.

Office for Civil Rights

U.S. Department of Health and Human Services

1961 Stout Street, Rooms 08-148

Denver, CO 80294

Telephone: 800-368-1019 (TDD: 800-537-7697)

FAX: 202-619-3818

Email: OCTComplaint@hhs.gov