



Goodhue County Comprehensive Civil Rights Plan (CCRP)

509 W 5th St
Red Wing, MN 55066
Goodhue County
Phone: (651) 385-3000

General Government:
Human Resources, Phone: 651-385-3066

Health and Human Services:
Deputy Director, Phone: 651-385-3200
*Request to file a Civil Rights complaint with the Deputy Director

Public Works:
Deputy Director, Phone: 651-385-3049

Americans with Disabilities Act Advisory

This information is available in accessible formats to individuals with disabilities
and for information about equal access to services,

Call: 651-385-3200
TTY: 651-385-3190

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1. Purpose

As a recipient of federal financial assistance, Goodhue County is responsible for providing core services to effectively promote the safety, health, and well-being of our residents while being treated with respect and dignity. Goodhue County has a Comprehensive Civil Rights Plan (CCRP) to ensure that all eligible individuals receive equal access to program services and information. Its programs are operated in a nondiscriminatory way, which protects eligible people from discrimination based on their race, color, or national origin. In medical programs, *sex* includes sex stereotypes and gender identity under any health program or activity receiving federal funds. This CCRP also serves as a source of information for county agency staff and the general public. It sets out Goodhue County's civil rights administrative policies and procedures, identifying key contacts within the county and linking the reader to applicable state and federal civil rights laws and resources.

Thus, it is the policy of Goodhue County that no person shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any operation of Goodhue County as provided by Title VI of the Civil Rights Act of 1964 and related statutes.

In addition, Executive Order No. 12898, 59 Fed. Reg. 7629 (Feb. 11, 1994) requires Goodhue County to ensure fair treatment and meaningful involvement of low-income populations through environmental and human health effects of federal actions on minority and low income populations, and Executive Order No. 13166, 65 Fed. Reg. 50121 (Aug. 11, 2000) requires agency programs to incorporate access for people with limited English proficiency.

This policy applies to all operations of Goodhue County, including its contractors and anyone who acts on behalf of Goodhue County. This policy also applies to the operations of any department or agency to which Goodhue County extends federal financial assistance. Federal financial assistance includes grants, training, use of equipment, donations of surplus property, and other assistance.

Prohibited discrimination may be intentional or unintentional. Seemingly neutral acts that have disparate impacts on individuals of a protected group and lack a substantial legitimate justification are a form of prohibited discrimination. Harassment and retaliation are also prohibited forms of discrimination.

Examples of prohibited types of discrimination based on race, color, national origin, sex, disability, or age include: Denial to an individual any service, financial aid, or other benefit; Distinctions in the quality, quantity, or manner in which a benefit is provided; Segregation or separate treatment; Restriction in the enjoyment of any advantages, privileges, or other benefits provided; Discrimination in any activities related to highway and infrastructure or facility built or repaired; and Discrimination in employment.

Title VI compliance is a condition of receipt of federal funds. The Title VI Coordinator is authorized to ensure compliance with this policy, Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq. and related statutes, and the requirements of 23 C.F.R. Part 200 and 49 C.F.R. Part 21.

2. Legal Authorities

- Federal authorities
 - Title VI of the Civil Rights Act of 1964
 - Title VI of the Civil Rights Act of 1964 is a federal law that protects eligible people from discrimination based on their race, color, or national origin in programs and activities that receive federal financial assistance.
 - Statutory citation: [42 U.S.C. 2000 et seq.](#)
 - Regulatory citation: 45 CFR Part 80
 - Section 504 of the Rehabilitation Act of 1973
 - Section 504 of the Rehabilitation Act is a federal law that protects qualified individuals with disabilities from discrimination based solely on their disability.
 - Statutory citation: [29 U.S.C. 794](#)
 - Regulatory citation: 45 CFR Part 84
 - Americans with Disabilities Act of 1990, Title II
 - Title II of the Americans with Disabilities Act is a federal law that protects qualified individuals with disabilities from discrimination on the basis of their disability when the discrimination occurs in state/local government services. This law extends to ALL activities of the state and local governments, including those that do not receive federal financial assistance.
 - Statutory citation: [42 U.S.C. 12131](#)
 - Regulatory citation: 28 CFR Part 35 Title II Technical Assistance Manual (1993)
 - The Technical Assistance Manual addresses the requirements of Title II as they apply to the operations of state and local governments.
 - Regulatory citation: 28 CFR Part 35.102-35.104
 - Age Discrimination Act of 1975
 - The Age Discrimination Act is a federal law that protects people from discrimination based on their age in programs/activities that receive federal financial assistance.
 - Statutory citation: [42 U.S.C. 6101](#)
 - Regulatory citation: 45 CFR Part 91
 - Nondiscrimination Provisions of the Omnibus Budget Reconciliation Act (OBRA) of 1981 (federal block grants)
 - The nondiscrimination provisions of OBRA protect service applicants and clients from discrimination on the basis of race, color, national origin, disability and age and in some cases sex and religion in programs/activities funded by federal block grants.

- Regulatory citation: [45 CFR Part 96](#)
 - [Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency \(LEP\)](#)
 - The executive order requires federal agencies to ensure that recipients of federal financial assistance provide meaningful access to their LEP applicants and clients.
- State Authorities
 - Minnesota Human Rights Act (MHRA)
 - The Minnesota Human Rights Act is a state law that protects applicants and clients of public services from discrimination on the basis of race, color, creed, religion, nation origin, disability, sex, sexual orientation, marital statute, familial status or status with regard to public assistance.
 - Statutory citation: [Minn. Stat. 363A](#)

3. Civil Rights Contact

Goodhue County designates the County Administrator/Human Resources to serve as the County’s Civil Rights Contact, point person on civil rights matters.

Human Resources Manager
Phone: 651-385-3066

4. Equal Opportunity Policy and Procedure

A. Goodhue County Equal Opportunity Policy and Procedure

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

Goodhue County employees, services, programs, benefits and policies will not discriminate against applicants, clients or members of the public because of race, color, creed, religion, national origin, sex, marital status, disability, sexual orientation, and status with regard to public assistance. “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.

This policy covers Goodhue County’s full range of services, programs and benefits. The policy applies to the agencies and providers receiving federal and state funds under contracts, licenses and other arrangements with Goodhue County. The Minnesota Human Rights Act also applies to the work of Goodhue and those agencies carrying out its programs.

B. Program Accessibility for People with Disabilities

Goodhue County 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, Goodhue County will

- Notify the public about rights and protections for people with disabilities under the Americans with Disabilities Act.
- Designate an ADA Contact 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 services, programs, and 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 off-street parking designated specifically for people with disabilities.
- Curb cuts and ramps between parking areas and Goodhue County government facilities.
- Level access into Goodhue County government facilities with elevator access to all other floors.

C. Reasonable Modifications to Policies, Procedures or Practices

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

D. Effective Communication and Auxiliary Aids and Services

Goodhue County 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, Goodhue County will provide appropriate 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, Goodhue County will give primary consideration to the requests of people with disabilities. Goodhue County will honor the choice of the person requesting the auxiliary aid or service unless it would fundamentally alter the nature of the service, program or benefit or cause an undue

administrative or financial burden. If this happens, Goodhue County will find another equally effective auxiliary aid or service.

5. Complaint Resolution Procedure

Goodhue County 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 services or benefits. Goodhue County 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, creed, religion, national origin, sex, marital status, disability, sexual orientation, and status with regard to public assistance. *Sex* includes sex stereotypes and gender identity discrimination that occurs in medical or health programs and clinics receiving federal financial assistance, such as Medical Assistance, MNCare, CHIP programs, insurance companies and state health insurance exchanges.

It is against the law for anyone who works for Goodhue County 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 Goodhue County equal opportunity policy, complaint procedure and complaint form. Use the contact information below to help you to file your complaint. You can also review the law and regulations that outlaw discrimination in the Civil Rights Contact's office at Goodhue County:

Human Resources Manager
Goodhue County Human Resources
509 West 5th Street
Red Wing, MN 55066
Phone: 651-385-3066

For complaints involving any of the Human Resources Manager's please file a complaint with the County Attorney:

County Attorney
Goodhue County Attorney's Office
454 W. 6th St.
Red Wing, MN 55066
Phone: 651-267-4950

Procedure:

1. Civil rights complaints on age discrimination **must** be submitted to the Civil Rights Contact within 180 days of the date the alleged discrimination occurred, while all

other civil rights complaints **must** be submitted to the Civil Rights Contact within 365 days of the date the alleged discrimination occurred.

2. A complaint **must** be in writing and contain the name and address of the person filing it. You should also give your telephone number or relay service number if you are deaf or hard of hearing. Give your email address if it helps get in touch with you. 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.
 - a. All complaints involving Goodhue County Human and Health Services shall be forwarded onto their proper contact who shall then use the Complaint Notification Form to notify DHS in writing of all service delivery discrimination complaints filed against Goodhue County Health and Human Services and resolved on the county agency level. Goodhue County Health and Human Services will make sure the complaint notification form is completed and sent to DHS within 90 days of the date the complaint was filed in the county, so DHS can report the complaint to the appropriate federal office. A copy of the Complaint Notification Form is located in the Appendix; Attachment B.
 - i. See section on Goodhue County Health and Human Services for complaint resolution procedures specific to Health and Human Services.
 - b. Likewise, all complaints involving the Goodhue County Public Works department shall be forwarded onto their proper contact who shall then notify the MnDOT of the complaint filed against the Goodhue County Public Works Department.
3. Goodhue County **must** conduct an investigation of the complaint. The investigation may be 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. Goodhue County will issue a written decision on the complaint within 90 days after its filing. Goodhue County will maintain the complaint records and files for three years. Complaints about program rules are not civil rights complaints and will be resolved through a different complaint process.
4. The person filing the complaint may appeal the decision by writing to the agency's Civil Rights Contact within 15 days of receiving the written decision. The Civil Rights Contact **will** issue a written decision in response to the appeal, no later than 30 days after the filing. This decision is final. – This appeal process is not the same as filing a fair hearings appeal with the Department of Human Services' Appeals and Regulations Division.
5. Arrangements for People with Disabilities:
Goodhue County **will** make appropriate arrangements to ensure that people with disabilities are provided accommodations to participate in the complaint process in an

equal to manner to people without disabilities. Appropriate arrangements include, but are not limited to, providing interpreters for people who are deaf or hard-of-hearing; 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 making these arrangements.

6. Disability Compliance

a. Disability Law and Standard of Access for State and Local Government Services

Section 504 of the Rehabilitation Act of 1973 protects qualified individuals with disabilities from discrimination based on their disability in federally funded programs and services.

Title II of the Americans with Disabilities (ADA) Act of 1990 (Title II of the ADA) protects qualified individuals with disabilities from discrimination on the basis of their disability when the discrimination occurs in state or local government services. An agency does not have to receive federal financial assistance to be required to comply with Title II of the ADA. An agency just has to be a state or local government entity.

Goodhue County agencies must ensure that people with disabilities are able to use their programs and services. Disability laws set out an equal access standard for providing services. This means that individuals with disabilities are entitled to equal access to services and programs; the same standard of access that applies to people without disabilities.

A public agency must reasonably modify its policies, procedures and practices to avoid discrimination. A public agency must also take appropriate steps to ensure that its communications with individuals with disabilities are as effective as communications with others.

b. ADA Contact

Goodhue County has designated an ADA Contact person to serve as its point person on disability matters raised by applicants, clients and members of the public. ADA Contact information is located on the cover page of this CCRP.

Human Resources Manager
Phone: 651-385-3028

c. Disability Complaints

People filing disability complaints will use Goodhue County's civil rights complaint procedure.

d. ADA Notice Document

Goodhue County will use the DHS brochure: *Do you have a disability* (DHS-4133-ENG) as its ADA notice document. This notice document informs

applicants, clients and members of the public that Goodhue 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.

Goodhue County has a copy of DHS brochure: *Do you have a disability* (DHS-4133-ENG) posted in the lobby next to the reception desk.

A copy of the DHS brochure: *Do you have a disability* (DHS-4133-ENG) is located in the Appendix; Attachment C.

e. **Disability Policy Prohibiting Discrimination**

The Goodhue County Equal Opportunity Policy and Procedure includes provisions which prohibit disability discrimination in services and programs.

7. Limited English Proficiency Plan

See Attachment E

8. Minnesota Merit System Equal Employment Opportunity (EEO) and Affirmative Action (AA) Guidelines

a. Introduction

- i. The Minnesota Merit System's (MMS) Affirmative Action and Equal Employment Opportunity Policies are administered by the Minnesota Department of Human Services (DHS) Equal Opportunity and Access division (EOAD).

1. Purpose

- a. The purpose of these Guidelines is to establish minimum affirmative action and equal employment opportunity standards, and provide consistent framework with regard to equal employment opportunity and affirmative action in MMS county/multi-county human services agencies. The Guidelines continues to request each MMS county/multi-county human services agency to adopt, revise, and/or develop equal opportunity and affirmative action guidelines to ensure equal employment opportunity and affirmative action in MMS county/multi-county human services agency workforces.

2. Policy

- a. It is the policy of the MMS that county/multi-county human services agencies conduct all employment practices without regard to race, color, political affiliation, creed, religion, national origin, disability, age, marital status, status with regard to public assistance, sex, membership or activity in a local commission, or sexual orientation. Equal employment opportunity under this policy includes, but is not limited to the following: recruitment, examination,

appointment, tenure, compensation, classifications, promotion, or other activities in accordance with applicable federal, state, and local laws and regulations.

- b.** A program of affirmative action will be maintained to eliminate barriers to equal employment opportunity and to encourage the employment and advancement of qualified females, minorities and individuals with disabilities when these groups are underrepresented in a county/multi-county human service agency's workforces in any job category.

- 3.** Responsibilities

- a.** MMS county/multi-county human services agency directors have overall responsibility for implementing the MMS equal employment opportunity and affirmative action guidelines throughout that agency, including establishing specific internal procedures that minimally meet the standards provided by the MMS guidelines.

- 4.** Role of DHS

- a.** The DHS (EOAD) provides consultation, technical assistance, recruitment, training, and goal-setting review and monitoring of MMS human service agencies to ensure affirmative action and equal employment opportunity in these agencies.

- b.** See Attachment F for full policy

9. CCRP Administration

Goodhue County will:

- Post a copy of its CCRP in the lobby of its facilities where members of the public can review it and in the employee break room where staff can review it
- Post the CCRP on the county'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 of its facilities a copy of the equal opportunity policy and procedure that includes provisions prohibiting disability discrimination and a copy of its civil rights complaint procedure
- Make sure that its buildings are physically accessible for people with disabilities
- Assist individuals with disabilities to apply and qualify for services, programs, and 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
- 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. Goodhue County Health and Human Services will document the date of the training each year and document who attends the training.

10. Goodhue County Health and Human Services Department

a. Health and Human Services specific Federal Authorities

i. Community Service Assurance Provisions of the Hill-Burton Act

1. The Hill-Burton Act is a federal act that gives hospitals and other health facilities money to build and remodel in return for providing limited health care services to people living in the area who cannot pay for health care. The nondiscrimination provisions of the Hill-Burton Act protect people from discrimination on any ground not related to their need for the service provided by the entity.
2. Statutory citation: [42 U.S.C. 291 et seq.](#)
3. Regulatory citation: 45 CFR Part 124

ii. Family Violence Prevention and Services Act

1. The nondiscrimination provisions of the Family Violence Prevention Services Act protects applicants and clients from discrimination on the basis of race, color, national origin, age, disability, sex or religion.
2. Statutory citation: [42 U.S.C. 10406](#)

iii. Interethnic Adoption Act

1. The Interethnic Adoption Act is a federal law that that prevents individuals or government agencies involved in adoption or foster care placement from denying or delaying the placement of a child on the basis of the race, color, or national origin of the individual or child.
2. Statutory citation: [42 U.S.C. 1996b](#)

iv. Food Stamp Act of 1977

1. The Food Stamp Act of 1977 includes nondiscrimination compliance requirements and bilingual requirements for the Food Stamp Program. The U.S. Department of Agriculture prohibits discrimination in all its programs and activities on the basis of race, color, sex, age, disability, religion, and national origin and requires that bilingual services are provided in areas with a significant proportion of non-English or limited English speaking people.
2. Statutory citation: [7 U.S.C. 2011 et seq.](#)
 - a. Nondiscrimination Compliance Requirements in the Food

Stamp Program, Food and Nutrition Services, U.S. Department of Agriculture

i. Regulatory citation: [7 CFR Part 272.6](#)

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

i. Regulatory citation: [7 CFR Part 272.4](#)

3. [FNS Instruction 113-1, Civil Rights Compliance and Enforcement – Nutrition Programs and Activities, Food and Nutrition Service, U.S. Department of Agriculture](#)

b. Health and Human Services Specific Complaint Resolution Procedures

i. The person filing the complaint must be informed that they can file a discrimination complaint directly with the U.S. Department of Health and Human Services' Office for Civil Rights or the U.S. Department of Agriculture (USDA) for the SNAP Program.

1. The **U.S. Department of Health and Human Services' Office for Civil Rights** prohibits discrimination in its programs because of race, color, national origin, age, disability, sex and religion. *Sex* includes sex stereotypes and gender identity discrimination that occurs in medical or health programs and clinics receiving federal financial assistance, such as Medicaid, CHIP programs and insurance companies and state health insurance exchanges under Title I of the Affordable Care Act. Contact the federal agency directly:

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)
800-537-7697 (TTY)

2. 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.

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 by:

mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
fax: (202) 690-7442; or
email: program.intake@usda.gov
This institution is an equal opportunity provider.

ii. Filing Complaints with State Agencies:

The person filing the complaint must also be informed that they can 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
Freeman Building, 625 North Robert Street
St. Paul, MN 55155
651-539-1100 (voice)
800-657-3704 (toll free)
711 or 800-627-3529 (MN Relay)

2. 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
651-431-3040 (voice) or use your preferred relay service

3. 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

- iii. Goodhue County will refer all SNAP civil rights complaints to DHS or the USDA regional office in Chicago as soon as possible after received.

c. Disability Compliance

- i. **Title II of the Americans with Disabilities (ADA) Act of 1990** (Title II of the ADA) protects qualified individuals with disabilities from discrimination on the basis of their disability when the discrimination occurs in state or local government services. An agency does not have to receive federal financial assistance to be required to comply with Title II of the ADA. An agency just has to be a state or local government entity.
- ii. County human services agencies must ensure that people with disabilities are able to use their programs and services. Disability laws set out an equal access standard for providing services. This means that individuals with disabilities are entitled to equal access to human services programs; the same standard of access that applies to people without disabilities.

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

- i. Goodhue County Health and Human Services 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.
 - ii. Goodhue County Health and Human Services will use [DHS' PowerPoint presentation](#) to train staff, document the date of the training each year and document who attends the training.
 - e. Limited English Proficiency Plan
 - i. Persons Covered by Policy – Identifying Clients with Limited English Proficiency
 - 1. Goodhue County Health & Human Services Limited English Proficiency plan has been developed to serve its clients, prospective clients and their family members who do not speak English or who speak limited English.
 - ii. Commitment to Meaningful Access
 - 1. No person will be denied access to Goodhue County H&HS programs or program information because they do not speak English or speaks limited English. Goodhue County H&HS will provide assistance to all customers with LEP in obtaining necessary interpreter services in order for him/her to effectively communicate with staff. Customers will be provided with meaningful access to programs and services in a timely manner and at no cost to the customer.
 - iii. See Attachment G for full policy
 - f. Affirmative Action
 - i. Policy
 - 1. It is the intent of the Goodhue County Board of Health and Human Services to provide equality of opportunity in employment to all persons working for the agency, applying for work with the agency, and to require all agencies/organizations receiving public funds for materials, supplies and services provide equal employment opportunity.
 - ii. See Attachment H for full policy
 - g. Human and Health Services Contacts
 - i. Health and Human Services:
 - 1. Kris Johnson
 - a. Phone: 651-385-3200
 - 2. Mike Zorn
 - a. Phone: 651-385-3200

11. Goodhue County Public Works Department

- a. Please see Attachment I for the Public Works Department's policy

12. Goodhue County Sheriff's Office

- a. Communicating with Deaf and Hard of Hearing

- i. 370.1 PURPOSE AND SCOPE
 - 1. This policy provides guidance to members when communicating with individuals with disabilities, including those who are deaf or hard of hearing, have impaired speech or vision, or are blind.
- ii. 370.2 POLICY
 - 1. It is the policy of the Goodhue County Sheriff's Office to reasonably ensure that people with disabilities, including victims, witnesses, suspects and arrestees have equal access to law enforcement services, programs and activities. Members must make efforts to communicate effectively with individuals with disabilities.
 - 2. The Office will not discriminate against or deny any individual access to services, rights or programs based upon disabilities.
- iii. See Attachment J for full policy
- b. Discriminatory Harassment
 - i. 327.1 PURPOSE AND SCOPE
 - 1. This policy is intended to prevent office members from being subjected to discrimination or sexual harassment.
 - ii. 327.2 POLICY
 - 1. The Goodhue County Sheriff's Office is an equal opportunity employer and is committed to creating and maintaining a work environment that is free of all forms of discriminatory harassment, including sexual harassment and retaliation. The Office will not tolerate, discrimination against employees in hiring, promotion, discharge, compensation, fringe benefits and other privileges of employment. The Office will take preventive and corrective action to address any behavior that violates this policy or the rights it is designed to protect.
 - 2. The non-discrimination policies of the Office may be more comprehensive than state or federal law. Conduct that violates this policy may not violate state or federal law but still could subject a member to discipline.
 - iii. See Attachment K for full policy
- c. Service Animals
 - i. 382.1 PURPOSE AND SCOPE
 - 1. Service animals play an important role in helping to overcome the limitations often faced by people with disabilities. The Goodhue County Sheriff's Office recognizes this need and is committed to making reasonable modifications to its policies, practices and procedures in accordance with Title II of the Americans with Disabilities Act (ADA) to permit the use of service animals that are individually trained to assist a person with a disability.
 - ii. 382.2 POLICY
 - 1. It is the policy of the Goodhue County Sheriff's Office to provide services and access to persons with service animals in the same manner as those without service animals. Office members shall

protect the rights of persons assisted by service animals in accordance with state and federal law.

iii. See Attachment L for full policy

13. Appendix

- a. **Attachment B** – [Complaint Notification Form](#)
- b. **Attachment C** – [DHS Brochure: *Do you have a disability*; DHS-4133-ENG](#)
- c. **Attachment D** – Signed Copy of the 2016 [Civil Rights Assurance of Compliance](#)
- d. **Attachment E** – [Limited English Proficiency Plan](#)
- e. **Attachment F** – [Minnesota Merit System Equal Employment Opportunity \(EEO\) and Affirmative Action \(AA\) Guidelines](#)
- f. **Attachment G** – [HHS Limited English Proficiency Plan](#)
- g. **Attachment H** – [HHS Affirmative Action Policy](#)
- h. **Attachment I** – [PW Civil Rights Plan](#)
- i. **Attachment J** – [Communicating with Deaf and Hard of Hearing](#)
- j. **Attachment K** – [Discriminatory Harassment](#)
- k. **Attachment L** – [Service Animals](#)