


**JEFFERSON COUNTY DEPARTMENT OF HUMAN SERVICES
POLICY AND PROCEDURE**

HUMAN SERVICES		
POLICY & PROCEDURE TITLE CLIENT CIVIL RIGHTS PLAN AND COMPLAINT PROCESS	PROCEDURE CUSTODIAN HUMAN SERVICES DIRECTOR	
PROCEDURE NO. HS. 14.00	EFFECTIVE DATE 11/13/2023	REVISION DATE 11/06/2023
DEPARTMENT DIRECTOR APPROVAL		

POLICY PURPOSE

Civil rights are personal rights guaranteed and protected by the U.S. Constitution and by subsequent acts of Congress, such as the Civil Rights Act of 1964. They include, for example, the right to free speech, due process, equal protection of the laws, and to be free from discrimination. Persons in the United States have a right to receive services in a non-discriminatory manner for all state, local or other social and health services agencies, hospitals, clinics, nursing homes or other agencies receiving Federal Financial Assistance from a Federal Agency. For example, one cannot be denied services or benefits, simply because of one's race, color, ethnic or national origin, ancestry, age, sex, gender, sexual orientation, gender identity and expression, religion, creed, political beliefs, or disability.

Jefferson County Human Services (JCHS) must ensure that protected classes are granted accommodations in the accessing, and the granting of, programs, services and activities provided by the County. Discrimination is not permitted against protected classes in relation (but not limited) to:

1. The use of the county's physical facilities
2. Intake or application procedures
3. Caseload assignments
4. Determination of eligibility or redetermination of eligibility
5. The amount and type of benefits extended to the applicant or member as a part of the Medical Assistance or Food Assistance programs.

This Client Civil Rights Plan and Complaint Process establishes guidelines by which staff and customers will know how to proceed with complaints and grievances related to alleged discrimination on the basis of race, color, ethnic or national origin, ancestry, age, sex, gender, sexual orientation, gender identity and expression, religion, creed, political beliefs or disability in the provision of services within JCHS.

INTRODUCTION

JCHS's Civil Rights Coordinator is:

Randy Atkinson
Jefferson County Human Services
900 Jefferson County Parkway
Golden, Colorado 80401
FAX: 303-271-4005
HSCivilRights@co.jefferson.co.us

The Human Services Civil Rights Coordinator acts as the central point of contact for applicants, members, individuals, the Colorado Department of Human Services, and the Colorado Department of Health Care Policy & Finance regarding the County's Civil Rights Plan.

The Civil Rights Coordinator is responsible for:

- Coordinating with the County Attorney's Office in maintaining up-to-date information on civil rights laws and requirements and knowledge on changes in member-related civil rights laws and requirements and communicate and share this information with county staff and the Civil Rights Investigator on a regular basis.
- Maintaining, monitoring, and responding to messages in the HSCivilRights@co.jefferson.co.us email in-box
- Maintaining a Civil Rights Complaint Log
- Ensuring updated civil rights information is disseminated to county staff on a regular basis.
- Ensuring the [state's nondiscrimination statement](#) is posted through JCHS's Signage Live system (in all public facing lobbies), online, also through the use of QR Codes, and that the policy and procedure is also available by paper copy at all front facing lobbies
- Ensuring online civil rights training for staff is current and updated based on any data gathered from an analysis of complaints received, and completed on a yearly basis by all staff, through PowerDMS, or the county's current online training tracking system.
- Coordinating with the civil rights investigator to ensure investigations are timely carried out, and that any issues of civil rights non-compliance are addressed through individual and systematic actions and improvements through coordination with JCHS's executive team.
- Coordinating with the County ADA Coordinator on any requests for auxiliary aids and services requested for individuals with disabilities.
- Coordinating with Division Directors or their designee to ensure requested language services for individuals whose first language is not English is obtained by a customer who requests it.
- Act as the central point of contact for applicants, members, individuals, and the Department pertaining to the county's Civil Rights Plan and federal and state civil rights requirements.
 - a. Contact information for the Civil Rights Coordinator will be available to the general public through a variety of ways including online, through lobby signage on Signage Live, in writing when requested at the front desk lobbies of all Human Services lobbies and by request through HSCivilRights@co.jefferson.co.us.
 - b. If a complainant asserts that the Human Services Civil Rights Coordinator has a conflict of interest in connection with the investigation of a civil rights complaint, the Civil Rights Investigator will assume any relevant responsibilities for the Coordinator related to that complaint.

The County's Civil Rights Investigator is:

Stephanie Speer
Compliance Manager and ADA Coordinator
Jefferson County
100 Jefferson County Parkway
Golden, Co 80401
303-271-8439
skspeer@co.jefferson.co.us

1. The County Civil Rights Investigator must be impartial and independent.
 - a. The individual who had a complaint received against them cannot be the individual conducting the investigation.
 - b. Conflict-of-interest processes can be leveraged if necessary (for instance by working with a neighboring county to conduct the investigation and following 10 CCR 2505-5 1.010.24)
 - c. A county attorney may also be used to conduct investigations as necessary.
2. The investigator will manage the county's non-discrimination investigation procedures, conduct investigations, and address issues of civil rights non-compliance through individual and systemic actions and improvements.
3. The investigator will work with the coordinator and county department to provide civil rights training and consulting as needed.

County Staff Training

1. All County staff shall complete county civil rights training as related to carrying out this policy and procedure.
2. The county will maintain records of completion of this training. 100% of staff shall be trained.
3. Per 10 CCR 2505-5 1.020.3.b, all county staff who must fulfill duties related to the administration of medical assistance, either directly or through supervisory responsibilities, must complete on an annual basis state-provided trainings related to Civil Rights and non-discrimination. Such trainings shall be provided by the state Staff Development Division. 100% of said county staff must complete the required training annually and failure to complete the training may result in loss of access to the Colorado Benefits Management System (CBMS).

PROCEDURES

How Staff Assist Customers Who Need Language Services, Auxiliary Aids & Services, or contact with Jefferson County's Civil Rights Contact Person

Jefferson County shall ensure equal and equitable access and opportunity for all customers, members, applicants, employees, and others that intersect with Jefferson County's programs, services, and activities without regard to race, color, ethnic or national origin, ancestry, age, sex, gender, sexual orientation, gender identity and expression, religion, creed, political beliefs, or disability.

1. **Language Services** – Staff are trained to use a tool with customers when it is apparent that there may be a need for language interpretation services. All lobbies are equipped with this tool to share with a person needing language services to determine the language needed. Staff can then order a translation or interpretation service immediately via phone to assist with the language

needed other than English. Staff are also trained to use conference calling with one of seven interpretation services contracted to Jefferson County, when there is a need for phone conversations in a different language.

2. **Auxiliary Aids and Services** – Staff are trained to handle requests for auxiliary aids or other services on a case-by-case basis. If staff finds that the requested accommodation is not easily made, the County’s Compliance Manager, who is also the ADA Coordinator, will step in to assist and can be reached at 303-271-8439. Jefferson County provides information to the general public on how to access its building by light rail and other public transportation, and trains staff on these aids and services. We provide wheelchair accessibility, accessible conference rooms with seating, staff to assist with technology, help to make copies, and other accessibility needs.
3. **Civil Rights Contact Person.** The general public, customers, members, applicants, employees, and others can request assistance from the county’s designated Civil Rights Contact Person through email HSCivilRights@co.jefferson.co.us which is listed on Human Service’s [Provide feedback](#) page of Jefferson County Human services’ website. Jefferson County Human Services designated civil rights contact person will respond. Staff are trained to refer to this email should the staff person field a request of assistance from the county’s designated Civil Rights Contact person.

Client Civil Rights Complaint Options and Process

Who This Applies To: Any County client or other interested party may file a complaint to assert a violation of their civil rights by any county employee or any contractor, vendor, partner, or other party doing business on behalf of the county who is paid with federal or state funds. If a complaint is made against any of the above who is *not* a county employee, the applicable state department must be notified within three calendar days (see contact information on last page).

At the state department’s direction, if the county, state, or federal government finds that any of the county’s contractors, vendors or partners are in violation of federal and state civil rights provisions, the county may be required to terminate any payments or association with that party. Termination must occur immediately upon notification from the state department to the county.

Informal Complaint Process:

Although a formal complaint process may be initiated at any time, an informal resolution process to address the concern is strongly encouraged. By so doing, problems may be discussed informally with staff and management who will attempt to resolve the problem to the participants' mutual satisfaction. This complaint process is not intended to supersede or replace the enforcement powers or investigations processes of either the state or federal government, but only to assist in resolving issues at the lowest possible level where a change can be achieved. *An informal process may not be used if the complaint directly affects a member’s eligibility or benefits.*

1. An informal review must be completed within sixty calendar days.

Formal Complaint Process:

A formal complaint process is reserved for complaints that may affect the member or applicant’s eligibility, such as a complaint that alleges a county did not allow them to apply because of their protected status.

1. A member or applicant has the discretion to determine whether to choose an informal or formal review.
2. If a member or applicant does not specify, the county must treat that investigation as a formal review.

3. When a formal complaint process is initiated, the following procedures will be utilized by the Jefferson County Department of Human Services.

At the County Level (see below for the process):

- A client or any interested party may file a local Civil Rights Complaint with Jefferson County Human Services.
- The formal investigation must be completed within 120 calendar days of receipt of the complaint.
- Complainants may use the HSCivilRights@co.jefferson.co.us address to file a complaint.

At State Level:

A client or any interested party may elect to make their complaint to any of various state departments (contact information on final page), or

At National Level:

A client or any interested party may elect to make their complaint to any of various federal departments' Office of Civil Rights (contact information on final page).

All these choices may be made without fear of repercussions. A party may seek to have any of the agencies listed address their complaint prior to the Jefferson County process, or simultaneously.

When Complaint is Filed at the County Level

A complaint is highly encouraged to be in writing and may be submitted using the Client Civil Rights Complaint Form which is available [online](#) or upon request at HSCivilRights@co.jefferson.co.us and is also at the end of this procedure. The complaint should contain the following information, to the extent that the complaining party has this information:

- Full name, mailing address, and phone number of the party or parties filing the complaint.
- Full name, mailing address, and phone number of the party or parties alleged to have committed the act.
- A clear, concise statement of the facts supporting the complaint, including dates and the nature of the asserted civil rights violation.
- Names, job titles, phone numbers (if possible) of witnesses and a description of what the complainant thinks each witness will say.
- The remedy that is sought.
- Signature of the party making the complaint and date.

Complaints should be addressed to:

Randy Atkinson
Civil Rights Coordinator
Jefferson County Human Services
900 Jefferson County Parkway
Golden, Colorado 80401
FAX: 303-271-4005
HSCivilRights@co.jefferson.co.us

1. The Civil Rights Coordinator will enter all complaints alleged to be related to civil rights into the Civil Rights Complaint Log. The following information will be retained: name, address, basis of

complaint, date filed at local level, disposition of the complaint and any other pertinent information.

2. The Civil Rights Coordinator will review each complaint to determine whether it asserts a violation of client civil rights. The Civil Rights Coordinator will consult with the Civil Rights Program Director at the Colorado Department of Human Services or the Colorado Department of Health Care Policy & Finance, as necessary. If the complaint does not assert a violation of client civil rights, the Civil Rights Coordinator will refer the complaint to the manager of the program area involved to be handled within the program area's normal complaint/grievance procedure.
3. If a complaint does assert a violation of client civil rights, the Civil Rights Coordinator will then assign the complaint to the Civil Rights Investigator, who will request and review pertinent information concerning the asserted violation, which may include interviewing witnesses and/or the complainant should further information be needed.
4. Jefferson County Human Services' employees and the complainant are expected to cooperate in all phases of a civil rights investigation and ensuing actions. Federal and state law prohibits retaliation against a civil rights complainant or against any persons participating or cooperating in the investigation.
5. The Civil Rights Investigator must conduct any informal review within 30 calendar days of receipt of the complaint and complete the review within 60 calendar days of receipt of the complaint. A formal review and investigation must be completed within 120 calendar days of receipt of the complaint. The Civil Rights Investigator must notify the Civil Rights Coordinator whether an informal review, a formal investigation, or both, are being undertaken; the coordinator will so note in the Complaint Log.
6. After the investigation is concluded, the Civil Rights Investigator will prepare a Letter of Finding and issue it to the complainant, the party asserted to have violated the complainant's civil rights, the relevant County program manager and Division Director, the relevant State department (HCPF or CDHS) and the Client Civil Rights Coordinator within three calendar days of the completion of the investigation.
7. A complaint is considered "founded" if the Civil Rights Investigator determines that a complaint shows that, through a preponderance of the evidence, it supports the conclusion that the complainant's civil rights had been violated by a county employee, contractor, vendor, partner or other party doing business on behalf of the county who is paid with federal or state funds.
8. If a complaint is determined to be founded, the Civil Rights Investigator will seek cooperation necessary to ensure a satisfactory resolution(s) (including a corrective action plan with set timeframes as specified in 10 CCR 2505-5 1.020.11) in accordance with federal statutes. If needed, the Investigator shall consult with Human Resources. The Civil Rights Investigator shall share a detailed description of actions taken and modifications made with the applicable state department within three calendar days of completion of the investigation.
9. The Civil Rights Investigator and Civil Rights Coordinator will monitor the resolution to assure it is completed and coordinate with the program area and Human Resources in that effort. At its conclusion, the Investigator will send a Statement of Closure letter outlining the results to the Human Services Executive Director, with a copy to the complainant, the applicable Program Manager and Division Director, the relevant State department (HCPF or CDHS) and the Civil Rights Coordinator.

10. If the complainant should disagree with the decision of the county's Civil Rights Investigator, the complainant may appeal the matter to the Deputy County Manager. Appeal decisions must be rendered within 15 calendar days, be in writing to the complainant and copied to the applicable Program Manager and Division Director, the state department involved (HCPF or CDHS) and the Client Civil Rights Coordinator.

When Complaint is Filed at the State or Federal Level

Alternatively, a person may file a civil rights complaint using the state's Civil Rights Complaint Process, by contacting the applicable state department.

If either the state or one of the federal departments conduct a civil rights or discrimination investigation regarding a complaint, and it is determined that the complaint is founded, the county shall follow the steps outlined in #9 & 10 above to ensure corrective action.

The County Civil Rights Coordinator can assist a complainant with determining which state department is most appropriate with which to file the complaint, by emailing HSCivilRights@co.jefferson.co.us. More information about how the complaint process works can be found [here](#).

Additional contact information follows:

Civil Rights Program Director
Colorado Department of Human Services
3550 W. Oxford Ave. 2nd Floor
Denver, CO 80236

The Colorado Civil Rights Division (CCRD) Complaint Process:
[CaseConnect Civil Rights form](#)
dora_ccrd@state.co.us

Health Care Policy & Finance Complaint Information:
Hcpf504ada@state.co.us
[HCPF Discrimination Complaint Form](#)

U.S. Department of Health and Human Services
Office of Civil Rights
1961 Stout Street, Room 08-148
Denver, CO 80294-3538
Voice Phone: (800) 368-1019
FAX: (202) 619-3818
TDD: (800) 537-7697
Email: OCRComplaint@hhs.gov

If a complaint originated in the Division of Community and Workforce Development contact:

Colorado Department of Labor and Employment
Civil Rights Program Director
633 17th Street, Suite 900
Denver, CO 80202

Other agencies that can hear a complaint include:

US Department of Health and Human Services Office of Civil Rights
999 18th St. Suite #407
Denver, CO 80202
Voice phone: 303.844.2024
Fax: 303.844.2025
TDD: 303.844.3439

US Department of Education Office for Civil Rights
1244 Speer Boulevard, Suite 310
Denver, CO 80204-3582
Voice phone: 303-421-3481
Fax: 303.844.4303
Email: OCR@ed.gov

Office of the Assistant Secretary for Civil Rights – USDA
U.S. Department of Agriculture
1400 Independence Avenue, SW
Mail Stop 0115
Washington, DC 20250
<https://www.usda.gov/oascr/home>
CR-Info@USDA.gov – to Ask for Program Complaint Form
(202) 720-2791

Food & Nutrition Service, USDA
1320 Braddock Place, Room 334
Alexandria, VA 22314
Fax: 833-256-1665 or 202-690-7442
FNScivilrightscomplaints@usda.gov

US Department of Housing and Urban Development Denver
Regional Office FHCO
Fair Housing
1670 Broadway St.
Denver, CO 80202-4801
Voice phone: 303-672-5437
1-800-877-7353
TTY: 303-672-5248

REFERENCES

HCPF Operational Memo: County Civil Rights Plan, [OM 23-003](#); 1/27/2023
CDHS Operational Memo: 2022 Non-Discrimination Statement, OM-FEA-2022-0011; 7/11/2022
Policy No. HS-003, Client Civil Rights Title VI of Civil Rights Act of 1964
Section 504 of the Rehabilitation Act of 1973
Title II of the Americans with Disabilities Act of 1990 Age Discrimination Act of 1975
Title IX of the Educational Amendments of 1972
Colorado Code of Regulations, 10 CCR 2505-5, 1.020.6 and 1.020.7, 1.020.11 and 1.020.12

Client Civil Rights Complaint Form

Please note this form is also available online - [Civil Rights Complaint Form \(jeffco.us\)](http://jeffco.us)

Complainant's Name:	
Address:	
Telephone Number:	
Work:	Home:
I prefer to be contacted by telephone at: <input type="checkbox"/> Work <input type="checkbox"/> Home	
At this/these time(s): And Day(s): <input type="checkbox"/>M <input type="checkbox"/>T <input type="checkbox"/>W <input type="checkbox"/>Th <input type="checkbox"/>F	

I wish to complain against:		
County/State Program:		
Specify Individual(s):		
I believe that I was discriminated against because of:		
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Race <input type="checkbox"/> Age <input type="checkbox"/> Ethnic Or National Origin <input type="checkbox"/> Color <input type="checkbox"/> Ancestry <input type="checkbox"/> Disability <input type="checkbox"/> Sex Or Gender </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Sexual Orientation <input type="checkbox"/> Gender Identity and Expression <input type="checkbox"/> Religion <input type="checkbox"/> Creed <input type="checkbox"/> Political Beliefs <input type="checkbox"/> Other (Specify) </td> </tr> </table>	<input type="checkbox"/> Race <input type="checkbox"/> Age <input type="checkbox"/> Ethnic Or National Origin <input type="checkbox"/> Color <input type="checkbox"/> Ancestry <input type="checkbox"/> Disability <input type="checkbox"/> Sex Or Gender	<input type="checkbox"/> Sexual Orientation <input type="checkbox"/> Gender Identity and Expression <input type="checkbox"/> Religion <input type="checkbox"/> Creed <input type="checkbox"/> Political Beliefs <input type="checkbox"/> Other (Specify)
<input type="checkbox"/> Race <input type="checkbox"/> Age <input type="checkbox"/> Ethnic Or National Origin <input type="checkbox"/> Color <input type="checkbox"/> Ancestry <input type="checkbox"/> Disability <input type="checkbox"/> Sex Or Gender	<input type="checkbox"/> Sexual Orientation <input type="checkbox"/> Gender Identity and Expression <input type="checkbox"/> Religion <input type="checkbox"/> Creed <input type="checkbox"/> Political Beliefs <input type="checkbox"/> Other (Specify)	
1. This discrimination resulted in the following unfair treatment (please be specific and use a separate sheet if needed): <div style="border: 1px solid black; height: 100px; width: 100%;"></div>		
2. Date Incident Occurred:		

7. Have you attempted to resolve your problem by discussing the matter with a member of management?
 Yes No

If yes, please provide the name and title of the person(s) and state what happened.

Name	Title

8. The following information is voluntary and is requested for statistical purposes.

Sex:
 Female Male

Racial/Ethnic Group (Check only one):

- | | |
|--|---|
| <input type="checkbox"/> Black
<input type="checkbox"/> American Indian or Alaskan Native
<input type="checkbox"/> Asian Or Pacific Islander | <input type="checkbox"/> Hispanic
<input type="checkbox"/> White
<input type="checkbox"/> Other |
|--|---|

9. I certify that all statements are true, complete, and correct to the best of my knowledge.
 Yes No

Signature: X _____ Date: ____ / ____ / ____

Return To:

Jefferson County Human Services Civil Rights Coordinator Randy Atkinson 900 Jefferson County Parkway Golden, Colorado 80401	<i>or</i>	Colorado Department of Human Services Client Civil Rights Program 3550 W. Oxford Avenue, 2 nd Floor Denver, Colorado 80236
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