



COMPREHENSIVE CIVIL RIGHTS PLAN

Reference: Legal references listed within the plan-see page 4.

Authority: Lac qui Parle County Social Service Board

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June 17, 2025

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Lac qui Parle County Administrator June 4, 2025

ADA Advisory: This publication is available in alternative formats upon request. Please contact Lac qui Parle County Family Services listed above.

TABLE OF CONTENTS

A. Contact Information for Lac qui Parle County's Civil Rights Plan	p. 3
B. Purpose for Civil Rights Plan	p. 4
Civil Rights: What you should know about fair treatment in service delivery	Appendix B
C. Citations for Legal References	p. 4
D. Equal Opportunity Policy for Service Delivery	p. 5
E. Lac qui Parle County's Referral Complaint Resolution Procedure	p. 6
Civil Rights Complaint Form: Discrimination in Service Delivery	Appendix D
USDA Program Discrimination Complaint Form	Appendix E
F. Compliance with ADA Requirements, Disability Policies and Procedures including Equal Access	p. 8
Do you have a Disability Brochure	Appendix C
G. Limited English Proficiency Plan (LEP)	p.11
Limited English Proficiency Plan-Revision: June 2025	Appendix A
H. Annual Supplemental Nutrition Assistance Program Civil Rights Training	p. 11
I. Civil Rights Assurance of Compliance	p. 11
LQP County Family Services Civil Rights Assurance of Compliance	Appendix F
J. Civil Rights Plan Administration	p. 11

APPENDICES:

Limited English Proficiency Plan-Revision: June 2025	Appendix A
Civil Rights: What you should know about fair treatment in service delivery	Appendix B
Do you have a Disability Brochure	Appendix C
Civil Rights Complaint Form: Discrimination in Service Delivery	Appendix D
USDA Program Discrimination Complaint Form	Appendix E
LQP County Family Services Civil Rights Assurance of Compliance	Appendix F

A. Contact Information for Lac qui Parle County's Civil Rights Plan

County Agency:	Lac qui Parle County Family Service Center
Address:	P.O. Box 7, 930 First Avenue Madison, MN 56256
Phone:	(320) 598-7594
Fax:	(320) 598-7597
TTY:	Dial 911 (Automatic connection via computer to TTY)
MN Relay Service:	Dial 7-1-1 or 1-800-627-3529
Plan Location:	Office Lobby of Family Services Building-Bulletin board
Civil Rights Plan Contact:	Kirsten Gloege, Family Services Director
Phone Number:	320-598-7594
Fax Number:	320-598-7597
Email Address:	kirsten.gloeg@lqpc.com
MN Relay Service:	Dial 7-1-1 or 1-800-627-3529
LEP Plan Contact:	Kirsten Gloege (See contact information above)
ADA Contact:	Jake Sieg, Lac qui Parle County Administrator
Phone Number:	320-598-7261
Email Address:	jake.sieg@lqpc.com
MN Relay Service:	Dial 7-1-1 or 1-800-627-3529

B. Purpose of Civil Rights Plan:

As a recipient of federal financial assistance, Lac qui Parle County Family Service Center is responsible for providing core services to assist and support Minnesota's most vulnerable individuals and families so they can meet their basic needs and be treated with respect and dignity. Lac qui Parle County 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 county agency 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. This plan is utilized to inform providers who contract with Family Services to adopt the same protections to assist and support vulnerable people and to comply with civil rights law.

A booklet explaining what you should know about fair treatment in service delivery is available upon request. Please ask for the Civil Rights in Human Services: What you should know about fair treatment in service delivery, edoc-3276, available in multiple languages. This can be found at:

<https://edocs.dhs.state.mn.us/lfservr/Public/DHS-3276-ENG> (Appendix B).

C. Legal References:

State

Minnesota Human Rights Act, Chapter 363A

MMS Equal Employment Opportunity and Affirmative Action Guidelines; DHS Bulletin 18-89-01, 4/9/2018

DHS Announces Updates for County Agencies' Comprehensive Civil Rights Plans; DHS Bulletin 16-89-01, 3/25/16

Federal

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

D. Lac qui Parle County Equal Opportunity in Service Delivery Policy:

Protected Classes: No otherwise qualified applicant for service 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, sexual orientation, age, creed, religion, political beliefs, disability, status with regard to public assistance. Sex includes sex stereotypes and gender identity, under any medical or health program receiving federal financial assistance. The following are program examples: Medical Assistance, CHIP programs, clinics, insurance companies and state health insurance exchanges.

This policy covers eligibility for and access to service delivery and treatment in all of our health and human services programs and activities for applicants, clients and members of the public. It applies to all programs and services carried out by other public and private agencies or providers under contracts with the county or state, licenses or other arrangements.

Prohibited behavior: Lac qui Parle County Family Services prohibits discrimination in any of the following areas: Deciding who will be approved or have access to any financially assisted program or activity; deciding who will be provided opportunities in receiving prompt and courtesy services; or allowing or engaging in any form of discriminatory harassment as prohibited by federal, state, and local human rights laws.

If you believe you have been discriminated against, you may file a complaint with the Minnesota Department of Human Services. You may call or write to:

DHS Civil Rights Coordinator
Minnesota Department of Human Services
Equal Opportunity and Access Division
P.O. Box 64997
St. Paul, MN 55164-0997
(651) 431-3040 (voice)
(651) 431-3041 (tty)
(651) 431-7444 (fax)
(800) 627-3529 (Minnesota Relay Service)
(877) 627-3848 (Speech-to-Speech Relay)

This policy is posted in the front lobby of the Family Service Center located at 930 First Avenue, Madison, MN 56256.

E. Lac qui Parle County's Referral Complaint Resolution Procedure:

You have the right to file a discrimination complaint with Lac qui Parle County Family Services if you believe you have been treated in a discriminatory way. It is against the law for any human services agency to discriminate against applicants, clients or members of the public because of race, color, national origin, creed, religion, sexual orientation, public assistance status, age, disability or sex (including sex stereotypes and gender identity under any health program or activity receiving federal financial assistance).

Lac qui Parle County Family Services will refer all civil rights complaints to the Minnesota Department of Human Services (DHS). Complaints must be in writing unless you need special help. Contact our office or contact DHS directly through its Civil Rights Coordinator to get the complaint forms.

Lac qui Parle County Family Services
P.O. Box 7, 930 First Avenue
Madison, MN 56256
Phone: (320) 598-7594
Fax: (320) 598-7597
TTY: Dial 911 (Automatic connection via computer to TTY)
MN Relay Service: Dial 7-1-1 or 1-800-627-3529

Or contact:

DHS Civil Rights Coordinator
Minnesota Department of Human Services
Office of Equal Opportunity
P O Box 64997
St. Paul, MN 55164-0997
651-433-3040 (Voice) or use your preferred relay service
651-431-7444 (Fax)

You also have the right to file a discrimination complaint directly with the Minnesota Department of Human Rights, and the federal agencies that operate the benefits programs. The Minnesota Department of Human Rights prohibits discrimination in public services programs because of race, color, national origin, creed, religion, disability, sex, sexual orientation, or public assistance status. Contact the agency 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)
711 800-627-3529 (MN Relay)

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, religion and sex (including sex stereotypes and gender identity under any health program or activity receiving federal financial assistance). Contact the agency directly:

U.S. Department of Health and Human Services
Office for Civil Rights, Region V
233 North Michigan Avenue
Suite 240
Chicago, IL 60601
312-886-2359 (Voice)
800-368-1019 (Free)
800-537-7697 (TTY)

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 require 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 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, call (866) 632-9992.

Submit your completed form or letter to USDA by:

- (1) Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
- (2) Fax: (202) 690-7442; or
- (3) Email: program.intake@usda.gov.

This institution is an equal opportunity provider.

F. Compliance with ADA Requirements, Disability Policies and Procedures including Equal Access

Lac qui Parle County Family Services Compliance with ADA Requirements for the Public:

Lac qui Parle County Family Services posts an ADA notice on its electronic board in the front lobby of the Family Service Center. This informs the public that the agency does not discriminate on the basis of disability, provides information about rights and protections and includes information about the agency's ADA contact.

Title II of the ADA protects qualified individuals with disabilities from discrimination on the basis of disability in the services, program, or activities of all state and local governments. Additionally, the ADA extends the prohibition of discrimination on the basis of disability, established by Section 504 of the Rehabilitation Act, to all activities of state and local governments, including those that do not receive federal financial assistance.

Lac qui Parle County Family Service Center utilizes the brochure developed by DHS, ["Do you have a disability?" \(DHS-4133\) \(PDF\)](#), (Appendix C) which provides clients with information about the Americans with Disabilities Act (ADA). This form is for applicants and participants in any program. This brochure is posted in the lobby for accessibility to the public. This brochure provides required disability rights information. For public access to this brochure over the internet, the web address is: <https://edocs.dhs.state.mn.us/lfserver/Public/DHS-4133-ENG> .

Lac qui Parle County Family Service Agency's Equal Opportunity Policies and Procedures including Equal Access for People with Disabilities:

Equal Opportunity Policy: It is the policy of Lac qui Parle County Family Services 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.

Lac qui Parle County employees, services, programs, benefits and policies will not discriminate against applicants, clients or members of the public because of race, color, national origin, sex, sexual orientation, age, creed, religion, 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.

This policy covers Lac qui Parle County's 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 Lac qui Parle County. The Minnesota Human Rights Act also applies to the work of Lac qui Parle County and those agencies carrying out the work of Lac qui Parle County.

Program Accessibility Policy for People with Disabilities: Lac qui Parle 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, Lac qui Parle County will:

- Notify the public about the rights and protections for people with disabilities under the Americans with Disabilities Act.
- Designate an 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 off-street parking designated specifically for people with disabilities.
- Curb cuts and ramps between parking areas and the Lac qui Parle County Family Services building.
- Level access into Lac qui Parle County Family Services building with its single-story structure.

Reasonable Modifications to Policies, Procedures or Practices: Lac qui Parle County Family Services will make reasonable modifications to its policies, procedures or practices when necessary to avoid discrimination on the basis of disability, unless Lac qui Parle County can demonstrate that making the modifications would fundamentally alter the nature of the services, programs or benefits.

Effective Communication and Auxiliary Aids and Services: Lac qui Parle County Family 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, Lac qui Parle 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, Lac qui Parle County will give primary consideration to the requests of people with disabilities. Lac qui Parle 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, Lac qui Parle County will find another equally effective auxiliary aid or service.

Procedures with auxiliary aids or services:

1. **Identification and assessment of need:** When an individual self-identifies as a person with a disability that affects the ability to communicate or to access or manipulate written materials or requests an auxiliary aid or service, staff will consult with the individual to determine what aids or services are necessary to provide effective communication in particular situations.

2. **Provision of Auxiliary Aids and Services:**

I. For Persons whom are Deaf or Hard of Hearing:

(i) For persons who are deaf/hard of hearing and who use sign language as their primary means of communication, the office support staff are responsible for contacting the DHHS East/West Regional office for Deaf and Hard of Hearing for effective interpretation or arranging for a qualified interpreter when needed.

Contact information is as follows:

East/West Central
3400 First St. N., Suite 302
St. Cloud, MN 56303
Voice: 320-223-7130
Voice toll-free: 800-456-3690
Video phone: 320-227-2550
TTY: 866-488-3909
Fax: 651-431-7777
Email: dhhs.stcloud@state.mn.us:

(ii) Communicating by Telephone with Persons Who Are Deaf or Hard of Hearing: Lac qui Parle County Family Services utilizes relay services for external telephone with TTY users. We accept and make calls through a relay service. The state relay service number is listed on the title page.

(iii) For the following auxiliary aids and services, staff will contact DHHS East/West Regional office for Deaf and Hard, which is responsible to provide the aids and services in a timely manner: Staff may request note-takers; computer-aided transcription services; telephone handset amplifiers; written copies of oral announcements; assistive listening devices; assistive listening systems; telephones compatible with hearing aids; closed caption decoders; open and closed captioning; telecommunications devices for deaf persons (TDDs); videotext displays; or other effective methods that help make aurally delivered materials available to individuals who are deaf or hard of hearing.

(iv) Some persons who are deaf or hard of hearing may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the person will not be used as interpreters unless specifically requested by that individual and after an offer of an interpreter at no charge to the person has been made by the facility. Such an offer and the response will be documented in the person's file. If the person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided.

NOTE: Children and other residents will not be used to interpret, in order to ensure confidentiality of information and accurate communication.

II. For Persons Who are Blind or Who Have Low Vision:

(i) Staff will communicate information contained in written materials concerning treatment, benefits, services, waivers of rights, and consent to treatment forms by reading out loud and explaining these forms to persons who are blind or who have low vision.

(ii) For the following auxiliary aids and services, staff will contact the Marshall Office for State Services to the Blind, which is responsible to provide the aids and services in a timely manner.

Contact information is as follows:

State Services to the Blind
Lyon County Courthouse
607 West Main Street
Marshall, MN 56258
Phone: 507-576-4045; Toll Free: 1-800-366-4813
Fax: 507-537-7977
TTY: 507-537-6061

The following aids are available: Qualified readers; reformatting into large print; taping or recording of print materials not available in alternate format; or other effective methods that help make visually delivered materials available to individuals who are blind or who have low vision. In addition, staff are available to assist persons who are blind or who have low vision in filling out forms and in otherwise providing information in a written format.

III. For Persons with Speech Impairments:

To ensure effective communication with persons with speech impairments, staff will provide writing materials; typewriters; TDDs; computers; flashcards; alphabet boards; communication boards and other communication aids at their disposal.

IV. For Persons with Manual Impairments:

Staff will assist those who have difficulty in manipulating print materials by holding the materials and turning pages as needed.

G. Limited English Proficiency (LEP) Plan:

Lac qui Parle County completed a review of its LEP on 6/17/25; which includes the complaint procedure. The plan contains points of contact, list of resources, processes for accessing language line assistance services, notice of rights, affirmative action, complaint resolution protocol, and provision for vigilant monitoring of the plan. This plan is herein incorporated into the comprehensive civil rights plan.

Copies of the LEP Plan are available at the front desk of the Family Services Center, and posted in the front lobby. Copies of the plan have also been distributed to all employees who have direct customer contact, the SWMN Workforce Council, Countryside Public Health Service, County Attorney & Court Administrator's Office.

Legal References: This document serves as the Lac qui Parle County Family Service's plan to meet the legal obligation of language access requirements in compliance with both federal and state laws. Citation of legal references can be found in section C. of the Comprehensive Civil Rights Plan.

Agency Commitment: LqPFSC abides by all civil rights laws. It recognizes the importance of providing meaningful access to all persons, including persons with LEP, to the various state and federal programs it administers locally. LqPFSC is in conformance with DHS Bulletin MMS Equal Opportunity and Affirmative Action Guidelines #18-89-01, which was issued April 9, 2018.

See Appendix A for the full Limited English Proficiency (LEP) Plan.

H. Annual SNAP Civil Rights Training:

The agency will conduct SNAP (Supplemental Nutrition Assistance Program) civil rights training on an annual basis with updated policies and procedures provided by the MN Dept. of Human Services. These directives may be in the form of webinars, bulletins, PowerPoint presentations or other educational materials developed by the department.

All staff who administer the SNAP program must attend the training as well as staff who come in direct contact with the public, such as office support specialists and supervisor. Training may be in person, on-line or through a training packet that staff can read through and then sign off to indicate that they have read the training materials.

The Financial Assistance Supervisor will document when the training took place and who attended as required for SNAP Management Evaluation Reviews.

I. Civil Rights Assurance of Compliance:

A copy of the MN Dept. of Human Services Civil Rights Assurance of Compliance is found in the Appendix.

J. Civil Rights Plan Administration:

The comprehensive civil rights plan is posted on the electronic board in the front lobby at the Family Service Center, where it is available to applicants, clients, and members of the public. The following documents will be posted:

1. Equal Opportunity Policy;
2. Complaint Resolution Procedure; and
3. Disability Policy & Procedures.

It is also posted in a second location on the bulletin board by the staff copy machine where it is available to employees, volunteers and contractors.

The DHS ADA Brochure: Do you have a disability (DHS-4133 ENG) will also be posted on the electronic board in the front lobby. The actual brochure can be found on-line at <https://edocs.dhs.state.mn.us/1server/Public/DHS-4133-ENG>

All employees will be provided with annual training of both the Comprehensive Civil Rights Plan, which includes SNAP civil rights training, in coordination with new releases of updated training material made available by DHS. The date of training and list of attendees will be documented by the Financial Assistance Supervisor.

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