



WISCONSIN DEPARTMENT
OF HEALTH SERVICES



State of Wisconsin

CIVIL RIGHTS COMPLIANCE REQUIREMENTS

*For Ensuring Access and Equal Opportunity in
Service Delivery and Employment
By Recipients of
Federal and State Funded Programs/Services/Activities*

**The Civil Rights Compliance Period of
January 1, 2014 - December 31, 2017**

Department of Children and Families
Department of Health Services
Department of Workforce Development

Preface

The Civil Rights Compliance Requirements document is designed to assist local agencies receiving federal and/or state funds from the Departments of Health Services, Department of Children and Families, or Department of Workforce Development determine if the local agencies are in compliance with civil rights requirements. This document can be accessed from the websites of the three agencies.

Web page references

http://dcf.wisconsin.gov/civil_rights/default.htm
<http://dhs.wisconsin.gov/civilrights/Index.HTM>
http://dwd.wisconsin.gov/det/civil_rights/plans_instructions.htm

Note: If you are a person with a disability and need to access this document in another format, please contact:
DCF at 608-266-5335
DHS at 608-266-9372
DWD at 608-266-6889

ACKNOWLEDGEMENTS

This document was prepared by the Joint Interdepartmental Civil Rights Compliance (CRC) Workgroup with members from the Department of Children and Families, Department of Health Services (DHS) (DCF) and Department of Workforce Development (DWD). A special thanks to the members of the workgroup for their dedication and knowledge of civil rights laws and the application to federally funded programs administered through the State of Wisconsin. The workgroup included Earnestine Moss and John Tuohy, DCF; David Durán and David Lopez, DHS; and William “Bill” Franks, DWD. The workgroup gives a special thanks to David Durán for leading the effort.

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Publication Identification

Each department has a publication and form tracking system. Listed below is a publication identification number for each department that co-authored this document. If you know the department that funds your agency, and you have questions about obtaining additional copies or you’ve lost your copy and need to request a new copy, contact the respective department you are working with and provide the appropriate publication number.

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CIVIL RIGHTS COMPLIANCE ASSURANCE REQUIREMENTS

I. INTRODUCTION

All entities that receive Federal financial assistance must comply with all State and Federal Civil Rights laws and regulations. Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” Title VI is the model for other subsequent statutes that prohibit discrimination on other bases in federally assisted programs or activities. These include: Title IX of the Educational Amendments of 1972 that prohibits discrimination in educational programs on the basis of sex; Section 504 of the Rehabilitation Act of 1973; and the Americans with Disabilities Act of 1990, as amended, that prohibits discrimination on the basis of a disability; the Food Stamp Act of 1977 that prohibits discrimination on the basis of religion and political beliefs; and the Age Discrimination Act of 1975 that prohibits discrimination on the basis of age. All these laws have similar requirements that apply to primary recipients and sub-recipients of federal assistance. These laws and applicable regulations issued by the U.S. Department of Health and Human Services (HHS), U.S. Department of Agriculture, Food and Nutrition Services (USDA-FNS), U.S. Department of Labor (DOL), and other U.S. Code of Federal Regulations (CFR), require taking affirmative steps to prohibit discrimination to ensure equal access and equal opportunity in service delivery and to overcome past discriminatory practices.

These regulations confer analogous authority to the Department of Children and Families (DCF), Department of Health Services (DHS) and Department of Workforce Development (DWD) to require assurances of compliance from their primary recipients and sub-recipients in order to meet the obligations set forth by the civil rights laws. The State has oversight responsibility for ensuring Civil Rights Compliance of all of its primary recipients and sub-recipients that receive federal financial assistance. County agencies, departments and/or community boards, private-for-profit, and non-for-profit entities receiving or extending federal assistance have secondary responsibility for ensuring compliance of their sub-recipients. Primary recipient’s oversight responsibilities include, but are not limited to the issuance of similar assurances, provisions of technical assistance and training, monitoring, data collection and reporting, and the investigation and resolution of informal complaints of discrimination.

For the upcoming Civil Rights Compliance period (January 1, 2014 – December 31, 2017), the DCF, DHS and DWD have jointly established uniform requirements to ensure civil rights compliance of their primary recipients and sub-recipients.

All primary recipients and sub-recipients are obligated to meet the following requirements:

- Provide civil rights and cultural awareness training to all agency employees.
- Submit a Civil Rights Letter of Assurance (CRC LOA) to the appropriate state department.
- Sub-recipients must submit the CRC LOA to the entity issuing the grant and/or contract.
- Completing and maintaining a Civil Rights Compliance Plan (CRC Plan) on file with the agency when the agency employs 50 or more employees and receives \$50,000 or more in funding.
- Take affirmative steps to insure equal access and equal opportunity in employment and service delivery to all applicants and participants.
- Provide oral language assistance and/or written translation to all limited English proficient (LEP) individuals requesting or applying for services to ensure equal access to programs,

services and activities according to the LEP requirements and the recipients or sub-recipient's LEP Plan.

A. PURPOSE FOR COMPLETING ASSURANCES OF COMPLIANCE

Completing and implementing these assurances of compliance are conditions that must be met by all funded entities because they are:

- Required by Federal statutes when Federal financial assistance is extended to primary recipients and sub-recipients.
- Permits the Departments to comply with HHS, USDA-FNS and DOL civil rights compliance laws, rules and regulations.
- Helps the State of Wisconsin to meet contractual obligations prohibiting discrimination in service delivery and employment.
- Creates a uniform method for recipients and sub-recipients of federal assistance through DCF, DHS and DWD to demonstrate good faith efforts in complying with the requirements for the CRC period.
- Assists entities following these minimum requirements to be within "safe harbor" of meeting federal and state civil rights laws.
- Provides recipients and sub-recipients with analytical tools to determine the degree to which groups protected by civil rights laws are being provided equal access and opportunity to all programs, services and activities.

B. AUTHORITY – LAWS AND REGULATIONS

Age Discrimination Act of 1975 , as amended 45 CFR Part 90 Discrimination on the Basis of Age in Programs or Activities Receiving Federal Financial Assistance From HHS 45 CFR Part 91 DOL 29 CFR Part 35	Section 1947 of the Public Health Service Act prohibits discrimination on the basis of age, race, color, national origin, disability, sex (gender), or religion in programs and activities funded by Community Mental Health Services Block Grant and Substance Abuse Prevention and Treatment Block Grants 42 U.S.C. § 300x-57
Age Discrimination in Employment Act of 1967	The Family Violence Prevention and Services Act prohibits discrimination on the basis of age, race, color, national origin, disability, sex (gender), or religion in programs and activities funded under this Act 42 U.S.C. § 10406
Americans with Disabilities Act of 1990	The Community Services Block Grant Act prohibits discrimination on the basis of race, color, national origin, or sex (gender) in programs and activities funded under this Act 42 U.S.C. § 9918
Title VI of the Civil Rights Act of 1964 HHS 45 CFR Part 80 Regulations DOL 29 CFR Part 31	Food Stamp Act of 1977, as amended, 7 U.S.C. s.2011-2036. 7 CFR Parts 271-285.
Civil Rights Act of 1964 – Title VII, as amended s. 2000 e	Part 251 - The Emergency Food Assistance Program
Statutory amendments made by the Civil Rights Restoration Act of 1987 (CRRRA)	Personal Responsibility and Work Opportunity Reconciliation Act of 1996, (PRWORA) Temporary Assistance for Needy Families (TANF) regulations

Civil Rights Act of 1991	Section 504 of the Rehabilitation Act of 1973 - Nondiscrimination on the basis of Disability in the provision of benefits or services or the conduct of programs or activities including employment practices by Recipients of Federal financial assistance from US DHHS 29 USC §794 DOL 29 CFR Part 32
Education Amendments of 1972 – Title IX as amended 20 USC §1681 DOL 29 CFR Part 36	Executive Order 13166 Limited English Proficiency HHS - LEP Guidance USDA – LEP Guidance DOJ – LEP Guidance DOL – LEP Guidance
Equal Pay Act of 1963, as amended	USDA-FNS Civil Rights Laws, Regulations, Executive Orders and related Other Guidance Related to Administration to the Supplemental Nutrition Assistance Program (SNAP)
Executive Order 11246, as amended	WIC Program Regulations Farmer's Market Nutrition Program Regulations Seniors Farmer's Market Nutrition Program Regulations
Titles VI and XVI of the Public Health Service Act (42 USC §§ 291 and 300) require health facilities that received certain Federal funds ("Hill-Burton" funds) to provide certain services to members of its designated community 42 CFR 124, Subpart G.	Fair Employment Law - Sections 111.31-111.395 of the Wisconsin Statutes
Section 1808(c) of the Small Business Job Protection Act of 1996 prohibits covered agencies and entities from discriminating on the basis of race, color and national origin in child placement decisions in adoption and foster care. The regulation is 42 U.S.C. § 1996b.	Employee Relations, Chapter 230
Sections 794 and 855 of the Public Health Service Act, 42 U.S.C. 295m and 296g, prohibits discrimination on the basis of sex (gender) in Federally-Assisted Health Training Programs. The regulation is 45 C.F.R. Part 83	Chapter 106.52 Public Places of Accommodations,
Section 508 of the Social Security Act prohibits discrimination on the basis of age, race, color, national origin, disability, sex (gender), or religion in the Maternal and Child Health Services Block Grant 42 U.S.C. § 708	USDA Departmental Regulation 4330-02, Activities Receiving USDA Financial Assistance, ensures compliance with and enforcement of the prohibition against discrimination in programs and activities funded in whole or in part by the U.S. Department of Agriculture.

Section 533 of the Public Health Service Act prohibits discrimination on the basis of age, race, color, national origin, disability, sex (gender), or religion in Projects for Assistance in Transition from Homelessness 42 U.S.C. § 290cc-33	Section 542 of the Public Health Service Act, as amended, (42 U.S.C. 290dd-1) bars discrimination in admission or treatment against substance abusers suffering from medical conditions by Federally-assisted hospitals and outpatient facilities. The HHS regulation is 45 C.F.R. Section 84.53
Church Amendments, 42 U.S.C. 300a-7, section 245 of the Public Health Service Act, 42 U.S.C. 238n, and the Weldon Amendment, Consolidated Appropriations Act, 2010, Public Law 111-117, Div. D, Sec. 508(d), 123 Stat. 3034, 3279-80, referred to collectively as the “federal health care provider conscience protection statutes.”	Title I Section 1557 Nondiscrimination The Affordable Care Act Prohibits discrimination on the basis of gender identity and sex stereotyping
Policy Guidance Document: Enforcement of Title VI of the Civil Rights Act of 1964 and Related Statutes in Block Grant-Type Programs	Section 1808(c) of the Small Business Job Protection Act of 1996 prohibits covered agencies and entities from discriminating on the basis of race, color and national origin in child placement decisions in adoption and foster care. The regulation is 42 U.S.C. § 1996b.
Workforce Investment Act of 1998 (WIA) 29 USC §2938 DOL 29 CFR Part 37	

II. REQUIREMENTS

All primary recipients and sub-recipients of DCF, DHS or DWD must file a new Civil Rights Compliance Letter of Assurance (CRC LOA) for the compliance period of 2014 – 2017 regardless of the number of employees and the amount of funding received. Primary recipients and sub-recipients with 50 or more employees AND who receive over \$50,000 in funding must complete a Civil Rights Compliance Plan (CRC Plan). **The CRC Plan should not be sent to the state department, but must be submitted upon request.**

All recipients, sub-recipients, and vendors must also comply with s. §16.756 Wis. Stats., and Administrative Code (ADM) 50, which require the filing of an Affirmative Action Plan (AA Plan) with the state department separately from the CRC Plan. Click on the following link to download the instructions and forms to comply with the [Wisconsin Contract Compliance law](#) or contact the appropriate person listed in Section M entitled, “Technical Assistance in Completing an Affirmative Action Plan.” **The Affirmative Action Plan is NOT part of the CRC Plan.**

Primary recipients sub-contracting federal or state funds to other entities assume responsibility for obtaining a CRC LOA from their sub-contractors within 15 days from the date a subcontract is signed. Primary recipients have the flexibility to require that their sub-recipients submit a copy of their CRC Plan. However, this requirement must be specified in their contract language. Primary recipients must keep sub-recipient CRC LOA and/or Plans on file and produce them upon request by a representative of DCF, DHS, or DWD.

DWD administers federal programs such as the Workforce Investment Act with funding from the DOL. DWD also administers programs funded through U.S. Department of Education (DOE) for vocational rehabilitation services. Completion of these requirements is optional for programs funded through DWD with DOL and DOE federal assistance. If the funded recipient elects to follow these

requirements by submitting a CRC LOA and completing a CRC Plan where applicable, entities will be deemed as meeting their civil rights compliance obligations. Entities receiving mutual funding from DWD, DCF and/or DHS are encouraged to follow these requirements. Otherwise they should seek guidance from their grant or contract administrators in DWD.

A. WHO MUST COMPLETE AND FILE A CIVIL RIGHTS COMPLIANCE LOA?

All primary recipients, regardless of the size of their workforce or the amount of the contract, grant or agreement, must complete and submit a new CRC LOA and the appropriate Appendixes to the state department that issued the contract grant or agreement. Entities receiving funding from more than one state department should submit the CRC LOA to the state department providing the largest amount of funds. Please see **Appendix B**, Instructions, page 54, “Funding Relationship to DHS/DCF/DWD and/or Another Entity” to determine which state department should receive your CRC LOA. Entities receiving a contract from a state department for the first time must complete and submit a CRC LOA within 15 working days unless otherwise specified in the grant, contract or agreement.

Sub-recipients otherwise known as sub-contractors or vendors are required to complete a CRC LOA regardless of the size of their workforce or amount of funds received. The CRC LOA should be submitted to the primary recipient issuing the contract or grant unless the sub-contractor is also a primary funded recipient of DCF, DHS, or DWD in which case the CRC LOA should be submitted to the state department issuing the state contract, grant, or agreement. Sub-recipients with 50 or more employees and receiving more than \$50,000 in funds must complete and keep on file a CRC Plan. The CRC Plan must be produced upon request by the primary funded recipient or a representative of the state department the entity receives funding from.

B. WHO MUST COMPLETE A CIVIL RIGHTS COMPLIANCE PLAN?

All primary recipients and all sub-recipients with 50 or more employees AND who receive over \$50,000 in funding must complete a CRC Plan. It is not necessary to submit the CRC Plan to the state department. The CRC Plan must be kept on file and made available to CRC state staff or the primary funded recipient upon request. The CRC Plan must be reviewed and updated yearly during the life of the Plan or when changes in key personnel responsible for compliance occur. All entities must conduct a yearly CRC Plan self-assessment to determine their continued compliance with all CRC requirements.

C. FAILURE TO COMPLY WITH CRC REQUIREMENTS

Federal rules and regulations oblige the state departments to take appropriate steps to ensure that:

- Any entity that fails to voluntarily comply with these requirements may be deemed to be in violation of their obligations under contract and Civil Rights Compliance laws enforced by each state department.
- Each state department reserves the right to take action against primary recipients and sub-recipients that fail to comply voluntarily with these requirements.
- Each individual state department reserves the right to withhold payment for the uncompleted portion of the contract or for any materials or services purchased or paid for by the recipient for use in completing the contract work.

D. SUBMISSION DEADLINE FOR CURRENTLY FUNDED RECIPIENTS

Obligations & Requirements	Execution Deadlines
Civil Rights Compliance Letter of Assurance	Primary Recipients receiving a contract from a state department must complete and submit a new CRC LOA by January 3, 2014, or within 15 working days from the date the grant, contract or agreement was signed, if the agreement is signed after January 1, 2014. Sub-recipients/subcontractors, and/or vendors of a primary funded recipient must file a new CRC LOA with the entity they receive funding from by January 3, 2014. Sub-recipients/subcontractors and/or vendors signing contracts/agreements after January 1, 2014, should submit their CRC LOA to their funded agency within 15 working days from the date the sub-contract was signed or as indicated in their contract language. Mutually funded sub-recipients of DHS, DCF, or DWD should submit their CRC LOA to the state department providing the greatest amount of funding.
Completion of the Civil Rights Compliance Plan.	A CRC Plan must be completed and on file within 60 working days from the date the CRC requirements are published on the state agencies website, or as specified in the contract language if the contract was signed after January 1, 2014. The CRC Plan consists of: - CRC Data Collection Requirements. - Public Notice Posting Requirements. - Customer Population Data Analysis. - LEP Customer Population Data Analysis and your entity's language and translation assistance services. - Civil Rights Compliance Plan Checklist. - Wisconsin Program and Services Access Self-Assessment Checklist.
Civil Rights Compliance Training of Employees	For all USDA-FNS funded agencies: "Frontline staff" that interacts with program applicants or participants, and those persons who supervise "frontline staff," must be provided civil rights training on an annual basis. Specific subject matter must include, but not be limited to: - Collection and use of data, - Effective public notification systems, - Complaint procedures, - Compliance review techniques, - Resolution of noncompliance, - Requirements for reasonable accommodation of persons with disabilities, - Requirements for language assistance, - Conflict resolution, and - Customer service j. All EO, LEP, and Complaint Coordinators must receive CRC training within 60 days from the date they assume these duties. Agency heads/Directors, must receive CRC training

Obligations & Requirements	Execution Deadlines
	within 90 days from the date they assume their responsibilities. For all non-USDA-FNS funded agencies, all employees must receive civil rights training every three years
Civil Rights Compliance Posting and Notifications:	All Federal CRC Required Postings must occur within 30 days from the effective date of the contract, and maintain the postings and notices as long as the entity continues to receive federal assistance. Entities receiving continuation grants or contracts must maintain these postings throughout the duration of the contract or funding: a. Equal Opportunity in Service Delivery Policy Statement (English, Spanish, Hmong, and other languages identified in the entity's LEP Population Data Analysis and LEP Plan) b. Limited English Proficiency Policy Statement (English, Spanish, Hmong or other languages identified in the entity's LEP Population Data Analysis and LEP Plan) c. Complaint/Grievance Policies and Procedures Statement (English, Spanish, Hmong or other languages identified in the entity's LEP Population Data Analysis and Plan). d. "I Speak" Language Poster. The "I speak" language poster must be displayed at the front receptionist area in conspicuous places that are visible to the customer and receptionist in a large font that is readable by customers with low vision. e. USDA-FNS "And Justice For All" poster must be displayed in the lobby and or offices of the entity administering USDA-FNS programs such as FoodShare, WIC, and TEFAP.
Wisconsin Fair Employment Law (s. 111.31 Wis. Stat.)	The Wisconsin Fair Employment Law Poster must be displayed for applicants and employees at all times.
Wisconsin's Contract Compliance Law (s. 16.765, Wis. Stats.).	All contracts estimated to be over \$50,000 require the contractor to post in conspicuous places, available for employees and applicants for employment, notices that set forth the provisions of the State of Wisconsin's Contract Compliance Law. These will be provided by the contracting state department, or can be found at Department of Administration Forms
Updates and Changes to LOA or CRC Plan:	Entities must report the following changes in staff to the appropriate State department within 10 working days of the change. a. Chief Executive Officer, President, or Executive Director b. Equal Opportunity Coordinator c. Limited English Proficiency Coordinator d. Complaint Coordinator e. Other corrections or updates to the LOA or CRC Plan should be provided as needed.

E. RECIPIENTS WITH CONTRACTS DATED AFTER JANUARY 1, 2014

All new primary recipients, vendors, and sub-recipients receiving new awards or contracts on or after January 1, 2014, or during this compliance period, must complete and submit a CRC LOA to the appropriate state department within 15 working days of the contract award date, or to the contracting primary recipient in the case of a sub-recipient. New recipients with 50 or more employees AND who receive over \$50,000 in funding are required to complete a CRC Plan. The CRC Plan must be kept on file and made available to the CRC state personnel or other representative upon request. The completed CRC LOA or CRC Plan is in effect for the four-year CRC period of January 1, 2014 - December 31, 2017, or the life of the contract, whichever is shorter.

F. UPDATES

Primary recipients and sub-recipients must provide updates of any changes to the entity's address or appointment of a new Executive Director, Chief Executive Officer (CEO), Equal Opportunity Coordinator (EOC), or Limited English Proficiency Coordinator (LEPC) to the appropriate state CRC office within 10 working days of the change.

G. STATE DEPARTMENT RESPONSIBLE FOR ACCEPTING YOUR CRC LETTER OF ASSURANCE

1. Single Funded Recipients

Primary recipients having a direct funding relationship with only one state department (i.e., DCF, DHS **or** DWD) must submit their CRC LOA to the state department that issued the contract(s). These include grants, fee-for-service Medicaid agreements, or any other type of fiduciary instrument used to purchase or contract for the provision of services to customers, beneficiaries, clients, participants, and/or patients. Each state department will be responsible for accepting the CRC LOA and monitoring their compliance. Primary recipients that sub-contract funds assume the primary responsibility for requesting the CRC LOA and monitoring the CRC requirements of their sub-recipients. Primary recipients must incorporate language into their contracts that obligates the sub-recipients to comply with all Federal and State CRC requirements.

2. Mutually Funded Recipients

There are two types of Mutually Funded Recipients:

- a. Entities that receive direct funding from more than one of the state agencies (i.e., DCF, DHS, **and** DWD). These mutually funded recipients must submit their CRC LOA to the state department that provides the largest amount of funds; and,
- b. Entities that receive funding from one of the state agencies (i.e., DCF, DHS, **or** DWD), and receive a sub-contract from a primary recipient of DCF, DHS, or DWD. Mutually funded recipients must submit the CRC LOA to the state department that provides the largest amount of funds.

DCF, DHS, and DWD retain jurisdiction and oversight responsibility for ensuring civil rights compliance of mutually funded recipients.

H. WRITTEN POLICY REQUIREMENTS

All primary recipients, vendors and sub-recipients must have written policy statements on Equal Opportunity in Employment and Service Delivery and Limited English Proficiency (LEP). They must be posted on agency stationery or letterhead. In addition, the policy statements must be conspicuously placed in areas where customers may review them, in languages and formats that allow persons with disabilities and/or LEP customers to read them. Entities may use the state's

model policy statements or develop their own, as long as the correct protected classes are listed. Sample Equal Opportunity in Employment and Service Delivery Policy Statement listing the different protected by types of entities are found in the Appendixes section of these instructions.

I. OBLIGATION FOR ENSURING COMPLIANCE OF SUB-RECIPIENTS

Recipients and vendors that sub-contract funds to another entity assume responsibility for ensuring that those entities comply with all civil rights laws. These responsibilities include, but are not limited to the following:

1. Incorporate the CRC and LEP language requirements in their contracts, ensure that contract language contains a statement indicating that programs, services and/or activities will be conducted in compliance with federal and state CRC regulations. Contract language shall include a provision indicating that the U.S. DOJ, HHS, USDA DOL and/or the State of Wisconsin retain the right to seek the enforcement of these regulations;
2. Require sub-recipients, sub-contractors, and vendors to complete and submit a CRC LOA; and
3. Monitor the compliance of sub-recipients except when the sub-recipient is considered to be a mutually funded recipient of a state department;
4. Investigate complaints made by applicants, participants and customers against sub-recipients, except in the cases where the sub-recipient is considered to be a mutually funded recipient; and
5. Provide CRC training tools and technical assistance to sub-recipients and vendors to help them comply, except in cases where the sub-recipient is considered to be a mutually funded recipient. DCF, DHS and DWD assume responsibility for providing technical assistance and training.

Primary recipients may impose additional policies and procedures to clarify and assist in meeting CRC requirements of their sub-recipients, as long as the policies and procedures do not conflict with these requirements or with Federal and/or state civil rights discrimination laws and regulations.

J. CIVIL RIGHTS COMPLIANCE REVIEW AND MONITORING

DCF, DHS and DWD may select and schedule desk or on-site compliance reviews of primary recipients and mutually funded recipients during the compliance period. Mutually funded recipients and primary recipients scheduled for compliance review may be provided advance notice of a site visit and should expect a full CRC audit to determine the level of compliance. DCF, DHS and DWD reserve the right to conduct unannounced onsite visits either to investigate a discrimination complaint or to follow-up on previous unresolved findings from a compliance review. It is the intent of DCF, DHS, and DWD to collaborate in conducting joint compliance reviews of primary recipients and mutually funded recipients.

K. EXCEPTION FOR WISCONSIN TRIBAL GOVERNMENT SUB-RECIPIENTS

Primary recipients that subcontract with Wisconsin Indian Tribal Governments are not required to request assurances of compliance from a tribe. Wisconsin Indian tribes that are also federally recognized tribes are considered domestic dependent nations with their rights to tribal sovereignty preserved. Tribal sovereignty refers to the tribes' right to govern themselves. They

define their own membership, manage tribal property, and regulate tribal business and domestic relations. Sovereignty further recognizes the existence of a government-to-government relationship between such tribes and the State of Wisconsin, County Governments and the federal government. The federal government has special trust obligations to protect tribal lands and resources, protect tribal rights to self-government, and provide services necessary for tribal survival and advancement.

Since DCF, DHS and DWD have a government-to-government relationship with Wisconsin Indian Tribes through a consultation and collaboration process, the Departments will assume primary responsibility for ensuring that CRC requirements are adhered to directly with Wisconsin Indian Tribes through this consultation process.

For contract language regarding CRC Requirements for Tribes, contact DCF, DHS or DWD Civil Rights Office listed in Section L, “Technical Assistance.”

DCF, DHS and DWD are also aware of, and respect tribal rights in the area of employment that includes “Indian Preference” that exempts the tribes from compliance with specific employment civil rights laws. The DCF, DHS and DWD will work in a government-to-government relationship through “Consultation and Coordination” with Wisconsin Indian Tribal Governments when an employment discrimination complaint is filed against a funded Indian Tribe.

DHS is required by USDA-FNS 7 CFR Part 272.2 (b) 3., to implement the Supplemental Nutrition Assistance Program (SNAP) in a manner that is responsive to the special needs of American Indians on reservations and consult in good faith with tribal organizations about that portion of the State's SNAP Plan of Operation pertaining to the implementation of the Program for members of the tribe on reservations.

L. TECHNICAL ASSISTANCE

For technical assistance in completing the CRC LOA, the CRC Plan or meeting these CRC requirements, contact the appropriate CRC Office listed in the table below.

For Assistance:		
Children and Families Civil Rights Unit 201 E. Washington Ave. P.O. Box 8916 Madison, WI 53707-8916 608-266-5335 (Voice) TTY: 866-864-4585 (Toll Free)	Health Services Office of Civil Rights Compliance 1 West Wilson, Room 555 P.O. Box 7850 Madison, WI 53707-7850 608-266-9372 (Voice) Or 608-266-3356 TTY: 1-888-701-1251	Workforce Development Division of Employment and Training Civil Rights 201 E. Washington Ave. Room G100 P.O. Box 7972 Madison, WI 53707-7972 608-266-6889 (Voice) TTY: 866-275-1165 (Toll Free)

M. TECHNICAL ASSISTANCE IN COMPLETING AND FILING AN AFFIRMATIVE ACTION PLAN WITH THE APPROPRIATED STATE DEPARTMENT

All vendors contracting with the State of Wisconsin must agree to equal employment and affirmative action practices and policies in their employment program. As previously stated, recipients with 50 or more employees AND who receive over \$50,000 in funding are required to file an Affirmative Action Plan (AA Plan), according to Wisconsin Contract Compliance Law (s.16.765, Wis. Stat.). The AA Plan must be submitted to the state department that issued the contract or agreement. To obtain additional instructions and forms needed to comply with

Wisconsin Contract Compliance law, contact the appropriate person listed below or click on [Wisconsin Contract Compliance Law](#). **The Affirmative Action Plan is NOT part of the CRC Plan.**

AA Plan Contact Department of Children and Families Bureau of Finance 201 E. Washington Ave. PO Box 8916 Madison, WI 53708-8916 Phone: 608-266-5712	AA Plan Contact Department of Workforce Development Administrative Services Division Finance/Procurement 201 E. Washington Ave. P.O. Box 7946 Madison, WI 53702- Phone: 608-267-3758	AA Plan Contact Department of Health Services Division of Enterprise Services Bureau of Strategic Sourcing 1 West Wilson Street, Room 655 P.O. Box 7850 Madison, WI. 53707-7850 Phone: 608-264-9890
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N. DEFINITIONS

The following definitions are in effect for the purposes of this document:

“Affirmative Action” has been defined as “any measure, beyond simple termination of a discriminatory practice, adopted to correct or compensate for past or present discrimination or to prevent discrimination from recurring in the future.” (U.S. Commission on Civil Rights, Statement on Affirmative Action, October 1977.) Affirmative Action requires taking positive steps to end discrimination, to prevent a recurrence, and to create new opportunities that were previously denied to minorities, women, and persons with disabilities.

“Affirmative Action Plan (AA Plan)” is a written document committing a recipient of federal funding to a program designed to achieve a balanced work force within a reasonable period of time. It contains, at a minimum, a policy statement, work force analysis, program goals, internal monitoring system, and dissemination of the Plan.

“American Community Survey (ACS)” is an ongoing survey conducted by the U.S. Census Bureau that provides data every year—giving communities the current information they need to plan investments and services. Information from the survey generates data that help determine how more than \$400 billion in federal and state funds are distributed each year. The ACS helps communities, state governments, and federal programs, by asking people about their age, sex, race, family and relationships, income and benefits, health insurance, education, veteran status, disabilities, language spoken at home, where you work and how you get there, where you live and how much you pay for some essentials. All this detail is combined into statistics that are used to help decide everything from school lunch programs to new hospitals.

“Call Center Anywhere” is a centralized office used for the purpose of receiving or transmitting a large volume of requests by telephone, generally received from applicants, participants and/or other customers concerning the status of their application for services, benefits and/or other products, updates and to report changes.

- Inbound call centers are operated by public and private entities to handle incoming calls from consumers, applicants, participants, and/or patients attempting to access and manage their cases and/or accounts, make inquiries and/or request information and support

“Civil Rights Compliance Training” is comprehensive training that promotes and instills awareness of ethnic, cultural and linguistic differences of diverse populations, including persons with physical and mental disabilities, which may have an impact on the delivery of services. The

training curriculum should be designed to develop the capability of the staff to deliver services sensitively to the unique needs of the applicants, recipients and beneficiaries.

Civil rights compliance training elements must include, but are not limited to, the following:

- The federal and state requirements of Title VI and Title VII of the Civil Rights Act of 1964, the American with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Age Discrimination Act of 1975, Title IX of the Education Amendments, including religion and political beliefs and other applicable civil rights laws and regulations;
- Civil rights compliance review of internal equal opportunity policies and practices including procedures for providing language assistance to LEP individuals and reasonable accommodations for persons with disabilities (e.g., blind, deaf, hard of hearing, mobility impaired);
- Procedures for investigating complaints of discrimination; and
- Cultural awareness training to provide understanding of the special needs that LEP individuals may present while being served.

Under no circumstances can cultural awareness training alone be substituted for civil rights training. See cultural awareness training definition below.

“CRC Letter of Assurance” is a document that is required to be completed to confirm and obligate the primary recipients, vendor or entity receiving federal financial assistance from the DCF, DHS and/or DWD to commit to implementing federal and state equal opportunity in service delivery and employment civil rights laws as a condition for receiving federal and/or state financial assistance.

“Civil Rights Compliance Plan” is an assurance document that entities that employ 50 or more employees in their agency and receive over \$50,000 in government funding from either the DCF, DHS or DWD, must complete and keep on file. This document must be provided upon request. The CRC Plan includes the description of a recipient’s Equal Opportunity, access, and Limited English Proficiency policies and procedures.

“Contracting State department” is any department, commission, board, or other agency of the State of Wisconsin, including the University of Wisconsin, with authority to purchase or contract for equipment, construction work, materials, supplies, or contractual services.

“Cultural Awareness Training” is training that underscores the idea that culture is dynamic and that we are living in an ever-changing multicultural society. Cultural awareness reminds us constantly that new populations are entering our workforce and community and we must be cognizant of these ever-changing dynamics. Cultural awareness training is different than civil rights training. Cultural awareness training topics normally include the following elements: a) Norms (how people behave); b) Values (what is important to people); c) Beliefs (what people think about something); d) Symbols (how people express themselves through art, stories, music, language, etc.); and e) Practices (customs or patterns of behavior that may not be connected to beliefs and values). Under no circumstances can cultural awareness training be substituted for civil rights training.

“Difference” as referred to in the Customer Service Populations Analysis Template means the amount by which one quantity is greater or less than another. The amount that remains after one number is subtracted from another.

“Disability” with respect to an individual, this means:

- A physical or mental impairment that substantially limits one or more of the major life activities; or
- A record of such an impairment; or
- Being regarded as having such impairment.

“Employee” is anyone who receives any wages for work directly performed for an employer. If an “employee” receives payment from a contract agency that provides work for the employer, that individual is considered to be the employee of the contract agency.

“Equal Opportunity” is equal access to federal assistance programs, services and benefits by all applicants and participants regardless of sex, race, national origin, religion, disability, political beliefs and/or any other protected class status. Equal Opportunity applies to service delivery and employment.

“Ethnic Categories” based on the U.S. Office of Management and Budget (OMB) requirements the ethnic categories are as follows:

- **Hispanic/Latino**—A person of Cuban, Mexican, Puerto Rican, South/Central American, or other Spanish culture or origin, regardless of race. Includes persons from the Dominican Republic.
- **Not Hispanic/Latino**—A person who is not of Cuban, Mexican, Puerto Rican, South/Central American, or other Spanish culture or origin, regardless of race. See also "Race Categories." For the purpose of this plan, data in Ethnic and Race Categories are combined under the heading "Minorities."

“Federal Financial Assistance” includes, but is not limited to:

- Grants and loans of federal funds.
- Grants or donations of federal property and interests in property.
- The detail of federal personnel, sale and lease of, and the permission to use (on other than a casual or transient basis), federal property or any interest in such property or the furnishing of services without consideration or at a nominal consideration, that is reduced for the purpose of assisting the state department, local agency, or other primary recipients and sub-recipients or in recognition of the public interest to be served by such sale, lease, or furnishing of services to the state department, local agency, or other primary recipient or sub-recipient.
- Any federal agreement, arrangement, or other contract that has as one of its purposes the provision of assistance.
- Federally Assisted Activities and Programs, includes any program, project, or activity for the provision of services, financial aid, or other benefits to individuals (whether provided through a state department, local agency, or other sub-recipient receiving federal financial assistance or provided by others through contracts or other arrangements with the state department, local agency or other sub-recipient), and including work opportunities, cash, loans, or other assistance to individuals.
- For the purposes of this definition, services, financial aid, or other benefits provided to individuals are those provided with the aid of federal financial assistance or with the aid of any non-federal funds, property, or other resources required to be expended or made available for the program to meet matching requirements or other conditions that must be met in order to receive the federal financial assistance, and to include any services, financial aid, or other benefits to individuals provided in or through a facility with the aid of federal financial assistance or such non-federal resources.

“Food and Nutrition Service (FNS)” is the nutrition assistance programs administered by the U.S. Department of Agriculture. The mission of FNS is to provide children and needy families with better access to food and a more healthful diet through its food assistance programs and comprehensive nutrition education efforts. Major programs include FoodShare in Wisconsin and Women, Infants and Children (WIC) services.

“Food Stamp Employment and Training (FSET)” is a program authorized by Congress in 1987 under the Supplemental Nutrition Assistance Program (SNAP, formerly called the Food Stamp Program) to assist able-bodied food stamp recipients in obtaining employment. The FSET program is administered by a State Food Stamp agency through a locally operated FSET agency. Programs, services and activities consist of one or more work, training, education, or job search components.

“FSET Agency” is a local agency or other sub-recipient that includes a public or private nonprofit organization, contracting with DHS to administer part or all of an employment and training program, service, benefits or activities consisting of one or more work, training, education, or job search components for SNAP FoodShare participants.

“Formal Complaint” is a verbal or written alleged violation of a statute, regulation or rule submitted by a Complainant on a form or in a format specified by the State or Federal cognizant agency. Formal complaints must be resolved or withdrawn once filed at the State or Federal agency level. The Respondent must also be provided an opportunity for due process considerations.

“Grant Contract” as defined by the Wisconsin Attorney General, is a "transfer of things of value" to a recipient for the purpose of support or stimulation rather than to acquire goods or services that directly benefit the state." For the purpose of CRC, the "transfer of things of value" to a recipient is funding in the form of money. Although the intended purpose of the grant is not to provide a direct benefit to the state, there may be occasions when the state does receive an indirect benefit; in such a situation the transfer is still a grant.

“Income Maintenance Consortium” (IM Consortia) refers to a multi-county contractual agreement with the DHS for the administration of the Income Maintenance (IM) programs, including Wisconsin Medicaid and BadgerCare Plus and its subprograms—FoodShare, and Caretaker Supplement. Each consortium consists of a lead fiscal agency responsible for ensuring all agencies within their consortium are meeting program administration requirements. This includes, but is not limited to, the operation of the Call/Change Center, application processing, eligibility determination, ongoing case management, and lobby services.

“Indian tribe” is any tribe, band, or other group of American Indians subject to the jurisdiction of the United States and federally recognized as possessing powers of self-government.

“Indian Preference” - Section 703(i) of Title VII of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000e-2(i)(1982), provides an exception to Title VII’s general nondiscrimination principles allowing certain employers under certain circumstances to exercise an employment preference in favor of American Indians. This section provides as follows: “Nothing contained in this title shall apply to any business or enterprise on or near an Indian reservation with respect to any publicly announced employment practice of such business or enterprise under which a

preferential treatment is given to any individual because he is an Indian living on or near a reservation.”

“Informal Complaint” is a verbal or written allegation of discrimination or nondiscrimination that indicates a State or Federal assistance program, service, or activity administered by a primary recipient or sub-recipient is operated in such a manner that it results in disparity of treatment or services being provided to persons or groups of persons because of their protected bases. Informal complaints are generally filed and resolved at the local program, agency or entity level.

“Interactive Voice Response (IVR) System” is a system that allows callers to interact with an entity’s communications system over the telephone. IVR is used to enable the caller to retrieve information from a database, enter information into a database, or both.

“Inter-Agency Agreements” are used when a service is being obtained from another agency of state government, such as another department or the University.

“Investigation” is a formal gathering of facts by the appropriate state department Civil Rights Compliance Office or Federal Office of Civil Rights (OCR) or other authorized government agency, primary recipient, sub-recipient or private contractor that will refute or substantiate an allegation of discrimination.

“Language Group” is a group of potential or actual recipients of service who speak a language other than English.

“Language Line” is a service provided by a vendor who offers accurate and reliable telephone online interpretation services.

“Limited English Proficiency (LEP)” means a customer who cannot speak, read, write, or understand the English language at a level that permits them to access program services and benefits in a meaningful way.

“Major LEP Language Groups” are LEP persons served or encountered in the eligible service population that speak a language other than English and are encountered with the greatest frequency. The greater the number or proportion of LEP persons served or encountered, the more likely language services are needed.

“Minorities” for the purpose of this document, are limited to those racial and ethnic groups identified by the federal government as being protected groups under the civil rights laws. Generally it refers to those whose race is not white and identify themselves as Asian, Asian American, Black or African American, Hispanic or Latino, Native Hawaiian and Other Pacific Islander, or American Indian and Alaska Native.

“Municipality” is a Wisconsin county, city, village, town, school district, board of school directors, sewer district, drainage district, vocational, technical and adult education district or any other public or quasi-public corporation officer, board or other body having the authority to award public contracts.

“Mutually Funded Recipient” is any of the following: 1) an entity that has a sub-contract with a “Primary Recipient” of DCF, DHS or DWD **and** also a direct contract with DCF, DHS or

DWD; 2) an entity that has a direct contract with more than one of the three state agencies (DCF, DHS or DWD); 3) entities that include, but are not limited to, a county, municipality, technical college, school district, private-for-profit or non-profit organizations and Medicaid providers. DCF, DHS, and DWD assume primary oversight responsibility for obtaining voluntary compliance.

“Noncompliance” is a finding that a civil rights requirement as interpreted by regulation, this instruction, policies, or state department, local agency, or other primary recipient or sub-recipient’s guidelines, has not been satisfied.

“Oral Language Assistance” Interpretation is the act of listening to something in one language (source language) and orally translating it into another language (target language). It can occur:

- Face to Face or
- Telephone or Call Center Anywhere contact

“Powers of self-government” means and includes all governmental powers possessed by an Indian tribe, executive, legislative, judicial, and all offices, bodies, and tribunals by and through which they are executed, including courts of Indian offenses; and means the inherent power of Indian tribes, hereby recognized and affirmed, to exercise criminal jurisdiction over all Indians.

“Primary Recipient” is any recipient or entity that has a direct contract, grant, or other type of direct financial agreement with DCF, DHS or DWD by which it is authorized or required to extend federal financial assistance to another recipient.

“Preliminary Inquiry (PI)” is an informal gathering of information that will refute or substantiate an allegation of discrimination.

“Procurement” is the framework and process of acquiring goods and services needed for the ongoing day-to-day operation of a primary recipient, sub-recipient and/or vendor.

“Procurement Contract” is a contract that can be defined as a legally enforceable document that consists of a) an offer; b) acceptance of the offer; and c) consideration for the offer. It is an agreement between a department or agency of the state and another legal entity (including an individual) to provide goods and/or services. The term contract includes all such agreements whether they are referred to as contracts, agreements, memorandums, purchase orders, grants, or other similar terms. Although a grant is a type of contract the purposes for which it is used are different than those of an ordinary contract. Contracts are used primarily to order, buy, purchase, acquire, or procure goods or services. Such contracts have the intended purpose of providing a direct benefit to the state or contracting agency.

“Program Accessibility in Reference to Persons with Disabilities” means a recipient must operate its program or activity so that when each part is viewed in its entirety, it is readily accessible to persons with disabilities.

“Program Compliance Review” is an evaluation procedure used to determine if local agencies, and other primary recipients and sub-recipients are administering and operating programs in accordance with program and civil rights regulations, instructions, policies, and guidance.

“Program or Activity” The term program or activity means all of the operations of:

- A department, agency, special purpose district, or other instrumentality of a State or of a local government; or
- The entity of such State or local government that distributes federal financial assistance and each such department or agency (and each other State or local government entity) to which the assistance is extended, in the case of assistance to a State or local government;
- A college, university, or other postsecondary institution, or a public system of higher education; or
- A local educational agency (as defined in 20 U.S.C. 7801), system of vocational education, or other school system;
- An entire corporation, partnership, or other private organization, or an entire sole proprietorship;
 - If assistance is extended to such corporation, partnership, private organization, or sole proprietorship as a whole; or
 - Which is principally engaged in the business of providing education, health care, housing, social services, or parks and recreation; or
 - The entire plant or other comparable, geographically separate facility to which Federal financial assistance is extended, in the case of any other corporation, partnership, private organization, or sole proprietorship; or
 - Any other entity which is established by two or more of the entities described in paragraph (1), (3), or (5) of this section; any part of which is extended federal financial assistance.

“Purchase of Service Contracts” are used when DCF, DHS and DWD are contracting for services they are required to provide, and which could be provided by the DCF, DHS or DWD staff. Examples include but are not limited to, quality assurance for the Community Options and Community Integration Programs, eligibility determination for the Katie Beckett program, and mental health screening for nursing home admission.

“Qualified Interpreter” is an individual who is able to provide the following: demonstrated proficiency in English and a second language; demonstrated knowledge in both languages of relevant specialized terms and concepts; and demonstration of completion of training on the skills and ethics of interpretation.

“Race Categories” The following are the minimum categories for data collection on race and ethnicity for federal statistics, program administrative reporting, and civil rights compliance reporting based on U.S. Office of Management and Budget (OMB), Office of Information and Regulatory Affairs:

- **Black/African American or African**—A person having origins of any of the black racial groups of Africa. Includes Haitians and other persons of African origin from the West Indies who are not Hispanic/Latinos.
- **American Indian or Alaska Native**—A person descending from any of the original peoples of North, South or Central America who possess a quarter degree or more of documented tribal dissonancy or is enrolled with a federally and state recognized tribe.
- **Asian**—A person having origins in any of the original people of the Far East, Southeast Asia, or the Indian Subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- **Native Hawaiian or Other Pacific Islander**—A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

- **White**—A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

For the purpose of this plan, data collected for reporting ethnic categories are Hispanic or Latino and Not Hispanic or Latino. Also see Ethnic Categories definition.

“Reasonable Accommodation in Employment” is any change or adjustment to a job, the work environment, or the way things usually are done that would allow you to apply for a job, perform job functions, or enjoy equal access to benefits available to other individuals in the workplace. TTYs for use with telephones by people who are deaf, and hardware and software that make computers accessible to people with vision impairments or who have difficulty using their hands; and time off for someone who needs treatment for a disability

“Recipient” is any entity to which financial assistance is extended, either directly from the DCF, the DHS, or DWD or through the Governor or another recipient (including any successor, assignee, or transferee of a recipient), but excluding the ultimate beneficiaries of the federally funded program or activity. In instances in which a Governor operates a program or activity, either directly or through a state department, rather than disbursing the funds to another recipient, the Governor is also a recipient. “Recipient” includes, but is not limited to:

- DCF, DHS or DWD that administers and is financed in whole or in part with Federal HHS, USDA-FNS, or DOL financial assistance;
- Local county departments of health and human/social services, child support agencies, including their sub-recipients;
- Municipalities, universities, technical colleges, public school districts, agencies;
- Private-for-profit and not-for-profit organizations;
- Hospitals, HMOs, community health centers, Medicaid providers;
- Nursing homes, long term care providers, CBRFS;
- Child care centers and family care providers;
- State and local workforce investment boards;
- Local workforce investment area (LWIA) grant recipients;
- One-stop operators;
- Service providers, including eligible training providers;
- On-the-job training (OJT) employers;
- Job Corps contractors and center operators, excluding the operators of federally-operated Job Corps centers;
- Job Corps national training contractors;
- Outreach and admissions agencies, including Job Corps contractors that perform these functions;
- Placement agencies, including Job Corps contractors that perform these functions;
- Refugee Service Grant recipient, including Mutual Assistance Associations (MAAs), CBOs, FBOs and Refugee Resettlement Agencies; and
- Other national program recipients.

In addition, for purposes of this part, one-stop partners, as defined in section 121(b) of WIA, are treated as “recipients,” and are subject to the nondiscrimination and equal opportunity requirements of this part, to the extent that they participate in the one-stop delivery system.

“Safe Harbor” means the primary recipient or sub-recipient has taken the following actions that are considered to be strong evidence of compliance with the recipient's written translation obligations:

- The primary recipients and sub-recipients are providing written translations of vital documents for each eligible LEP language group that constitutes 5 percent or more or 1,000 people, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Translation of other documents, if needed, can be provided orally; or
- For those LEP groups with fewer than 50 persons in a language group that reaches the 5 percent trigger above, the recipient is not required to translate vital written materials but provides written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

These “safe harbor” provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to programs, services and benefits for LEP individuals through competent oral interpreters where there is a determination that oral language services are needed and are reasonable. Conversely, oral interpretation of documents may not substitute for translation of vital written documents.

“Service Area” is the geographic area from which customers for your service are drawn (e.g., countywide, multi-county).

“Service Provider” means:

- Service Provider has the same meaning as a recipient of federal assistance if the entity receives the assistance through a contract or other instrumentality from DHS, DCF, or DWD, to provide health and human or employment and training services to residents of Wisconsin on behalf of the state departments (also definition for **“Recipient”**).
- Any contractor, subcontractor, operator of, or provider of aid, benefits, services, or employment and training.
- Service providers include but are not limited to, local county government entities, municipalities, as well as private entities.
- DWD: Service provider is limited to contractors/vendors and/or entities administering employment and training programs under the Workforce Investment Act (WIA) under Title I, regardless of whether the assistance is derived directly from DWD or through a Local Workforce Investment Act Board (LWLAB).

“Single Funded Recipients” is any recipient or entity that has a single direct contract, grant, or other type of direct financial agreement with DCF, DHS, or DWD. The term “single funded recipient” may be used to describe the funding relationship between a “Primary Funded Recipient” and a “Sub-Recipient” when a single direct contract agreement is made between both entities.

“SMSA (Standard Metropolitan Statistical Area)” is a geographic area defined by the U.S. Bureau of the Census for the purpose of assessing populations. It often incorporates metropolitan areas to include a city and county (or counties). For example, the Milwaukee SMSA includes the City of Milwaukee and the County of Milwaukee.

“Sub-contractor” is a person or public, private or private non-profit entity/company that assumes by secondary contract some or all of the obligations of an original vendor or primary recipient.

“Sub-recipient” also referred to as a sub-contractor, means a person, public, private or private non-profit entity/company that assumes by secondary contract some or all of the obligations of an original vendor or primary recipient.

“Telecommunications Device for the Deaf (TDD)” is an electronic text telephone device used by the deaf, hard-of-hearing or speech-impaired persons to communicate. The TDD consists of a keyboard, a display screen, and a modem. The letters that are typed in the TDD machine are turned into electrical signals that can travel over regular telephone lines to a second TDD machine that converts the signals into text on the monitor.

“The Emergency Food Assistance Program (TEFAP)” is a USDA-FNS federal assistance program that buys food, including processing, packaging, and shipping it to the State of Wisconsin and administered through DHS. The amount allotted to each state is based on the State’s low-income and unemployed populations. DHS works out details of administration and distribution. DHS contracts with local organizations that either directly distribute to households or serve meals, or distribute to other local organizations that perform these functions.

“Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d,et seq.” means the law that protects individuals from discrimination based on their race, color, or national origin under any program or activity that receives federal financial assistance. The implementing regulations can be found at 45 CFR Part 80.

“The American Fact Finder” provides access to data about the United States, Puerto Rico and the Island Areas. The data in American FactFinder come from several censuses and surveys. For more information see [Using FactFinder](#). The following data are available on American FactFinder: American Community Survey, American Housing Survey, Annual Surveys of Governments, Census of Governments, Annual Economic Surveys, Decennial Census, Economic Census, Equal Employment Opportunity (EEO) Tabulation, Population Estimates Program, and Puerto Rico Community Survey.

“U.S. Census” counts every resident in the United States. It is mandated by Article I, Section 2 of the Constitution and takes place every 10 years. The data collected by the decennial census determine the number of seats each state has in the U.S. House of Representatives and is also used to distribute billions in federal funds to local communities.

“Vendor” is any person, entity or primary recipient providing equipment, construction work, materials, supplies, contractual services, or leasing real property to a contracting State of Wisconsin agency.

“Video Relay System (VRS)” means a system that allows a deaf, hard-of-hearing or speech-impaired consumer to communicate in sign language through a real-time sign interpreter with a video camera using video conference capabilities.

“Vital document” is any paper or electronic form that contains information critical for accessing the recipient’s programs, services or benefits; letters or notices that require a response; letters and notices pertaining to approval, denial, reduction, or termination of services or benefits; and documents that inform participants of free language assistance.

“WIC” is the Special Supplemental Nutrition Program for Women, Infants and Children authorized by section 17 of the Child Nutrition Act of 1966, 42 U.S.C. 1786.

“Wisconsin Interpreting and Transliterating Assessment”—Wisconsin has no legal mandate stating the minimum skill for interpreters in various settings. The Office for the Deaf and Hard of Hearing, however, strongly encourages all interpreters and consumers of interpreting services to use discretion when using an interpreter with WITA verification. Interpreters with WITA verification should not be used in legal, mental health, or medical situations, or any situation

critical in nature. When selecting an interpreter please keep in mind the consumer's preference of an interpreter as well as the interpreter's familiarity and skill in various subject matters. [To obtain more information on the WITA click on this link.](#)

“Wisconsin Telecommunications Relay System (WTRS)” is accessed by dialing 7-1-1. The system allows a voice telephone user to call or be called by virtually anyone who may be deaf, hard-of-hearing or speech impaired. Communication between text and voice phones is bridged through a telephone operator. Calls are confidential. Spanish is available in Wisconsin. [To obtain more information click on this link.](#)

“Written Translation” is the replacement of a written text from one language (source language) into an equivalent written text in another language (target language).

III LETTER OF ASSURANCE REQUIREMENTS

A. INSTRUCTIONS

Your CRC LOA must include the following Forms and Appendixes:

1. Recipient Contact Information and Signature Page (**Appendix A**)
2. Funding Relationship to DCF, DHS or DWD (**Appendix B**)
3. Civil Rights Compliance Letter of Assurance (**Next page**)
4. Funded Program Checklist (**Appendix C**)
5. Equal Opportunity in Employment and Service Delivery Policy (**Appendix D-G**)
6. Limited English Proficiency Policy Statement (**Appendix J**)

Instructions for completing the CRC letter of assurance follow each form.
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CIVIL RIGHTS COMPLIANCE LETTER OF ASSURANCE

Children and Families
DCF-F-154-E

Health Services
F-00165

Workforce Development
DETS-16705-E

(For the Civil Rights Compliance Period from January 1, 2014, to December 31, 2017)

As a condition of funding under this contract(s), (RECIPIENT),

[Word Fillable version](#)

A. Service Delivery: Services will be provided without discrimination in compliance with the following laws, guidance and regulations; however, there are other statutes that apply to recipients of specific federal program such as specific grant-related civil rights statutes that may also apply (live links can be found under **B. Authority**, starting on page 6 of this document):

- Title VI of the Civil Rights Act of 1964, HHS 45 CFR Part 80 Regulations
- Section 504 of the Rehabilitation Act of 1973—Nondiscrimination on the basis of disability in the provision of benefits or services or the conduct of programs or activities. This includes the prohibition of employment discrimination by Recipients of Federal financial assistance from U.S. DHHS
- Age Discrimination Act of 1975, as amended 45 CFR Part 90
- Discrimination on the Basis of Age in Programs or Activities Receiving Federal Financial Assistance From HHS 45 CFR Part 91
- Titles VI and XVI of the Public Health Service Act (42 U.S.C. 291 et. seq., and 42 U.S.C. 300s et. seq.)
- Section 542 of the Public Health Service Act, as amended, (42 U.S.C. 290dd-1) bars discrimination in admission or treatment against substance abusers suffering from medical conditions by Federally-assisted hospitals and outpatient facilities. The HHS regulation is 45 CFR Section 84.53
- Education Amendments of 1972 - Title IX, as amended
- Title II of the Americans with Disabilities Act of 1990 as amended (42 U.S.C. 12131 et. seq.)
- Civil Rights Act of 1991
- Statutory amendments made by the Civil Rights Restoration Act of 1987 (CRRA)
- Executive Order 13166 Limited English Proficiency Guidelines
- DOJ F.R. Vol. 65, No. 159 / Wednesday, August 16, 2000 / Notices 50123 Enforcement of Title VI of the Civil Rights Act of 1964—National Origin Discrimination Against Persons With Limited English Proficiency; Policy Guidance
- The Personal Responsibility and Work Opportunity Reconciliation Act of 1996, (PRWORA)
- Section 1808(c) of the Small Business Job Protection Act of 1996 prohibits covered agencies and entities from discriminating on the basis of race, color and national origin in child placement decisions in adoption and foster care. The regulation is 42 U.S.C. § 1996b.
- Sections 794 and 855 of the Public Health Service Act, 42 U.S.C. 295m and 296g, prohibits discrimination on the basis of sex (gender) in Federally-Assisted Health Training Programs. The regulation is 45 CFR.Part 83
- Section 508 of the Social Security Act prohibits discrimination on the basis of age, race, color, national origin, disability, sex (gender), or religion in the Maternal and Child Health Service Block Grant 42 U.S.C. § 708
- Section 533 of the Public Health Service Act prohibits discrimination on the basis of age, race, color, national origin, disability, sex (gender), or religion in Projects for Assistance in Transition from Homelessness 42 U.S.C. § 290cc-33

- Section 1908 of the Public Health Service Act prohibits discrimination on the basis of age, race, color, national origin, disability, sex (gender), or religion in programs, services, and activities funded by Preventative Health and Health Services Block Grants 42 U.S.C. § 300w-7
- Section 1947 of the Public Health Service Act prohibits discrimination on the basis of age, race, color, national origin, disability, sex (gender), or religion in programs and activities funded by Community Mental Health Services Block Grant and Substance Abuse Prevention and Treatment Block Grants 42 U.S.C. § 300x-57
- The Family Violence Prevention and Services Act prohibits discrimination on the basis of age, race, color, national origin, disability, sex (gender), or religion in programs and activities funded under this Act 42 U.S.C. § 10406
- The Community Services Block Grant Act prohibits discrimination on the basis of race, color, national origin, or sex (gender) in programs and activities funded under this Act 42 U.S.C. § 9918
- Policy Guidance Document: Enforcement of Title VI of the Civil Rights Act of 1964 and Related Statutes in Block Grant-Type Programs
- Title I, Section 1557, The Affordable Care Act prohibits discrimination on the basis of gender identity and sex stereotyping
- Church Amendments, 42 U.S.C. 300a-7, section 245 of the Public Health Service Act, 42 U.S.C. 238n, and the Weldon Amendment, Consolidated Appropriations Act, 2010, Public Law 111-117, Div. D, Sec. 508(d), 123 Stat. 3034, 3279-80, referred to collectively as the “federal health care provider conscience protection statutes”
- Food Stamp Act of 1977, as amended, 7 U.S.C. s.2011-2036. 7 CFR Parts 271-285
- Section 17 of the Child Nutrition Act of 1966, as amended. 7 CFR Part 246 Special Supplemental Nutrition Program for Women, Infants and Children
- Part 251—The Emergency Food Assistance Act of 1983 (Public Law 98-8), as amended, 7 CFR Part 250 and 251, SDA Regulations 7 CFR Part 16, Equal Opportunity for Religious Organizations
- USDA Departmental Regulation 4330-2, Activities Receiving USDA Financial Assistance, ensures compliance with and enforcement of the prohibition against discrimination in programs and activities funded in whole or in part by the U.S. Department of Agriculture.
- Title VII of the Civil Rights Act of 1964
- Title I of the Americans with Disability Act of 1990
- Age Discrimination in Employment Act of 1967
- Equal Pay Act of 1963, as amended
- Executive Order 11246, as amended
- Fair Employment Law Sections 111.31-111.395 of the Wisconsin Statutes
- Chapter 106.52 Public Places of Accommodations,
- Employee Relations, Chapter 230

No otherwise qualified person shall be excluded from participation in, be denied the benefits of, or otherwise be subject to discrimination in any manner on the basis of age, race, color, national origin, sex, gender identity, disability, or having an association with a person with a disability, religion, retaliation, and applicable political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual’s income is derived from any public assistance

program, or protected genetic information in employment or in any program or activity conducted or funded by the DCF, DHS, or DWD. The Federal Health Care Provider Conscience Protection law prohibits recipients of certain federal financial assistance from discriminating against certain health care providers because of the provider's refusal or willingness to participate in sterilization procedures or abortions contrary to or consistent with the provider's religious beliefs or moral convictions. The Genetic Information Nondiscrimination Act of 2008 (P.L. 110-233, 122 Stat. 881)¹, also referred to as GINA, applies to certain health care entities and providers that prohibits discrimination in health coverage and employment based on genetic information. **(Not all prohibited bases will apply to all programs and/or employment activities.)**

The Recipient will:

1. Provide training to all staff on CRC laws, and methods of providing meaningful and effective cross-cultural services to diverse populations from different cultures, linguistic, and/or physical conditions through the provision of cultural awareness skill training. Primary recipients and sub-recipients administering USDA-FNS funded programs must provide CRC training to all frontline staff who interact with program applicants and participants, not limited to supervisors and administrators, annually. Non USDA-FNS funded recipients must provide CRC and/or cross-cultural awareness training for each staff person during the employee's initial orientation process and once every three years thereafter.
2. Provide accessible programs, facilities and reasonable accommodations to service participants/customers with disabilities in compliance with Section 504 of the Rehabilitation Act of 1973, Title II of the American With Disabilities Act of 1990 as amended (ADA) and as it applies to local governments and municipalities, Title III of the ADA or Wisconsin Civil Rights Statute Chapter 106.52 Public Places of Accommodations or Amusement, and DWD Chapter 221.1.
3. Upon request, provide an American Sign Language (ASL) interpreter or a nationally certified or [Wisconsin Interpreting and Transliterating Assessment \(WITA\)-verified sign language interpreter](#) to assist deaf and hard-of-hearing applicants.
4. Provide [other options for effective communication](#) (e.g., TTY, or other appropriate technology) for deaf and hard-of-hearing clients who do not use ASL. Provide an oral interpreter for an applicant/participant with limited English proficiency (LEP) to ensure meaningful participation in the organization's programs and services.
5. Provide LEP applicants/participants with written notice of their right to receive oral interpretation in their primary language free of charge.
6. Provide translation of vital documents for each eligible LEP group that constitutes at least 5 percent or 1,000 individuals, whichever is less, of the population eligible to be served or likely to be encountered in the recipient's service area.
7. Establish an appeal or complaint process that shall be posted in the different languages of those LEP groups likely to be eligible and likely to be encountered in the recipient's service area. The appeal and/or complaint process must be posted in conspicuous places such as lobbies and waiting rooms available to applicants/clients.

B. Employment Conditions: Employment discrimination is prohibited by Title VII of the Civil Rights Act of 1964; Title I of the ADA of 1990 as amended; Section 504 of the Rehabilitation Act of 1973; Age Discrimination in Employment Act of 1976, Ch. 111.31 to 111.395 (Wis. Fair Employment Act); Wisconsin Statutes, Chapter 230, Chapter 106.52 Public Places of Accommodations; Wisconsin Contract Compliance Law, Chapters 16.765 and 51.01(5), Wis. Stats.; Executive Order 11246, as amended, and other laws requiring nondiscrimination in employment. Title VI of the Civil Rights Act of 1964 statutorily restricts claims of employment

discrimination to instances where the “primary objective” of the financial assistance is to provide employment; however, a recipient's employment practices may be subject to Title VI when these practices negatively affect the delivery of services to ultimate beneficiaries. When employment discrimination by a recipient has a secondary effect on the ability of beneficiaries to meaningfully participate in and/or receive the benefits of a federally assisted program in a nondiscriminatory manner, these employment practices will come within the purview of Title VI.

No otherwise qualified person shall be excluded from employment, be denied the benefits of employment or otherwise be subjected to discrimination in employment in any manner or term of employment on the basis of, race, creed, color, national origin, ancestry, age, sex/gender, gender identity, disability, arrest and conviction record, sexual orientation, marital status, familial or parental status or all or part of an individual's income is derived from any public assistance program and membership in the military reserve. State law prohibits honesty and genetic testing or protected genetic information in employment, discrimination due to filing a complaint or because of the use or nonuse of lawful products outside the workplace during nonworking hours. The Federal Health Care Provider Conscience Protection Law protects certain health care providers on the basis of religion. All employees, especially supervisors and managers, are expected to support goals and programmatic activities relating to nondiscrimination in employment.

The DCF, DHS and DWD are aware of, and respect tribal rights in the area of employment that includes “Indian Preference” that exempts the tribes from compliance with specific employment civil rights laws. The DCF, DHS and DWD will work in a government-to-government relationship through “Consultation and Coordination” with Wisconsin Indian Tribal Governments when an employment discrimination complaint is filed against a funded Indian Tribe. Furthermore, USDA-FNS 7 CFR Part 272.2 (b) 3., requires DHS to implement the Supplemental Nutrition Assistance Program (SNAP) in a manner that is responsive to the special needs of American Indians on reservations and consult in good faith with tribal organizations about that portion of the State's SNAP Plan of Operation pertaining to the implementation of the Program for members of the tribe on reservations.

The Recipient will:

1. Fairly and consistently administer and revise policies and procedures to comply with federal and state employment laws.
2. Establish policies and processes that eliminate bias and assure Equal Opportunity for all employment actions, i.e., hiring and selection up to voluntary or involuntary termination.

To assist in complying with all applicable Civil Rights Compliance rules, regulations and guidelines, I have appointed as Equal Opportunity Coordinator:

Name - Equal Opportunity Coordinator		Title
Telephone Number - -	Email Address	

To assist in complying with all applicable Limited English Proficiency rules, regulations and guidelines, I have appointed as the Limited English Proficiency Coordinator:

Name – LEP Coordinator		Title – LEP Coordinator
Telephone Number - -	Email Address	

The (RECIPIENT) agrees to comply with civil rights monitoring reviews, including the examination of records and relevant files maintained by the agency, as well as interviews with staff, clients and applicants for services, subcontractors, and referral agencies.

The (RECIPIENT) agrees to cooperate with DCF, DHS, and DWD in developing, implementing, and monitoring corrective action plans that result from complaint investigations or other monitoring efforts.

The (RECIPIENT) agrees to implement the requirements of the CRC Letter of Assurance.

The (RECIPIENT) agrees to conduct an annual self-assessment as required below.

- Self-Assessment Requirement—Primary recipients and sub-recipients are expected to annually conduct a self-assessment of policies and practices to ensure civil rights and EO compliance. In the event of a monitoring visit by the funding agency, we will request a copy of your most recent self-assessment.

SIGNATURE – Executive Director or CEO

Date Signed

IV. CIVIL RIGHTS COMPLIANCE PLAN REQUIREMENTS (Instructions for F-00164)

Your CRC Plan must include the following Forms and Appendixes:

- Recipient Contact Information and Signature Page (**Appendix A**)
- Funding Relationship to DCF, DHS or DWD (**Appendix B**)
- Funded Program Checklist (**Appendix C**)
- Data Collection
- Customer Service Population Data Analysis
- LEP Population Data Analysis
- Equal Opportunity Policy and LEP Policy Notification
- Designation of an EOC and LEPC
- Access to Services
- Discrimination Complaint/Grievance Procedures (**Appendix I or Entity's Procedures**)
- Training Requirements
- Self-Assessment
- Equal Opportunity in Employment and Service Delivery Policy (**Appendix D-G**)
- Limited English Proficiency Policy Statement (**Appendix H**)

NOTE: You should use the same 1) Recipient Contact Information and Signature Page, 2) Funding Relationship to DCF, DHS or DWD, and 3) Appendixes A, B, C **that were completed for the CRC LOA for this CRC Plan.**

A. INSTRUCTIONS FOR COMPLETING THE CRC PLAN

1. **Recipient Contact Information and Signature Page**—The same Recipient Contact Information and Signature Page completed for the CRC LOA should be used for this CRC Plan.
2. **Funding Relationship to DCF, DHS or DWD**—The same Funding Relationship to DCF, DHS or DWD form completed for the CRC LOA should be used for this CRC Plan.
3. **Funded Programs Checklist**—The same Funded Programs Checklist completed for the CRC LOA should be used for this CRC Plan.
4. **Data Collection Section**—Each recipient and sub-recipient must collect and keep civil rights compliance data, report it timely, completely and accurately at such times, and in such forms and containing such information as the DCF, DHS or DWD determines to be necessary to enable the Departments to ascertain whether the recipient or sub-recipient has complied or is complying with civil rights laws. Recipients and sub-recipients must have available for the Departments, racial, ethnic, sex, disability and language data showing the extent to which members of minority groups, women, persons with disabilities or beneficiaries of and participants in federally-assisted programs. In order to complete the Civil Rights Compliance Plan, you will need access to data concerning employees for those entities who must also complete the Affirmative Action Plan requirements under § 16.765 Wis. Stats., and ADM 50 and program participants. The following sources may assist you in your data collection efforts.
 - Disability data collection, aggregate number of the recipient's employees and/or applicants and participants with disabilities.

- o Information on the disability of an individual employee is confidential and voluntary. However, reporting only the aggregate number without individual employee identification does not violate confidentiality requirements.
 - o Participants may self-identify or be asked to identify their disability.
 - Race and ethnicity data collection, race and ethnicity of employees and participants.
 - o Recent changes in data collection requirements have resulted in a separation of data about ethnicity (i.e., Hispanic/Latino or not Hispanic/Latino) from data on race. [Information regarding ethnicity codes required by the federal Office of Management and Budget](#)
 - Sex
 - Limited English Proficiency Data Collection
 - o Entities are required to collect and report the number of LEP participants and the frequency of encounters in which the entity serves an individual LEP group. Entities should evaluate program applications and other data collection systems carefully to ensure that intake forms and data reporting systems are capturing and accurately collecting primary languages of LEP applicants and participants. This data will be used by both the entity and the Departments' Civil Rights Compliance Units to determine compliance with Title VI LEP requirements.
5. **Customer Service Population Data Analysis**—All recipients must complete a separate Customer Service Population Analysis (CSPA) for each program, service or activity funded through DCF, DHS or DWD. Do not submit the completed CSPA form(s) to DCF, DHS or DWD. The data will be requested at the time that a compliance review is conducted. Completing the CSPA provide recipients and sub-recipients the opportunity to review each individual program accessibility and determine if there are any barriers prohibiting the protected groups from participating.

To complete the Customer Service Population Analysis Table, fill in **ALL** the blanks. Recipient agencies are encouraged to collect more detailed information on population groups to ensure compliance with the most recent racial and ethnic categories, based on the 2010 U.S. Census. Applicants and participants should be given the opportunity to self-identify, including those who wish to identify as “Multiracial” or “More Than One Race.” However, the data for Multiracial or More Than One Race will be aggregated into the five minimum race categories: American Indian or Alaska Native, Asian, Black or African American, Native Hawaiian or Other Pacific Islander, and White. Please note that there will be multiple counts for those who identify themselves as multiracial, persons with disabilities, and/or women, since one individual may have more than one of these characteristics. You do not have to correct for duplication.

A SEPARATE CUSTOMER SERVICE POPULATION ANALYSIS TABLE SHOULD BE COMPLETED FOR EACH PROGRAM. You can make extra copies as necessary. The number of completed CSPA Table(s) should reflect the number of program(s) identified in the Funded Program Checklist.

To complete this analysis, you must first determine what segment of the county or a multi-county area best represents your potential customers. For example, you could operate a facility and program that is open to the entire population, or your programs and services could be limited to an eligible population of a certain age, disability, gender, minority, family size, or income group.

To assist you with your analysis, we are including the following data source: Data Access Tools: [U.S. Census Bureau 2010](#); [American Fact Finder](#); [American Community Survey](#).

Points to consider in the summary of the customer analysis

- The differences between the population served and the population eligible to be encountered in your service area must be calculated. The Plan gives definitions and the formulas for the percentages and differences.
- Any percentage that is less than 2 percent is not considered statistically significant.
- A greater negative difference means that the population most likely to be encountered by the program is not being served. Assume that in general, any differences greater than a negative 2 percent means that a recipient must analyze and determine if it needs to undertake outreach and educational activities in appropriate languages of LEP groups, if so required, or otherwise target eligible but under-served populations.
- A positive difference means that your agency is meeting the needs of the communities in your service area.

Summary for Customer Service Data Analysis—Complete as indicated.

NOTE: It is important for you to indicate the specific data source you used to complete your analysis. It will assist the reviewer at the time the audit review is conducted.

6. **Limited English Proficiency (LEP) Data Analysis for Translations of Vital Documents**

The purpose of the LEP analysis is to assist your agency with determining the level of obligation and the methods of providing oral language assistance to walk-ins and those calling by phone or via Call Center Anywhere. The analysis assists your agency to plan for the translations of vital documents to meet the federal guidelines for “Safe Harbor.” The analysis will help your agency to determine which language groups are present in your service area or in an Income Maintenance (IM) Consortium, the degree to which members of these language groups are being served and the steps the agency or entity needs to take to provide oral language assistance and improve language access to individual services and programs. You are not required to submit the LEP data analysis with the CRC Letter of Assurance; however, **copies must be maintained on file and reviewed at the time of an onsite monitoring visit or upon request from a representative of DCF, DHS or DWD.**

To complete the LEP CDA Table, fill in ALL the blanks. **A SEPARATE TABLE SHOULD BE COMPLETED FOR EACH PROGRAM.** You can make extra copies as necessary. The number of completed LEP CDA Table(s) should reflect the number of program(s) identified in the Funded Program Checklist and the number of CSPA Table(s). To assist you with your analysis, we recommend using the following data sources:

- [LEP Groups by County, City, Towns, Villages and Census Tract for Milwaukee County Alone](#) (Excel, 743KB)
- [LEP Groups by Counties](#) (Excel, 293KB)
- [LEP Groups by Counties at 200 Percent or Below the FPL](#) (Excel, 65KB)
- [LEP Groups at 200 Percent or Below by IM Consortiums](#) (Excel, 262KB)

Written Translation—“Safe Harbor”: Primary recipients, vendors, sub-recipients and/or sub-contractors are required to provide written translations of **vital documents, forms certification material, applications, notices** and other **correspondence** produced by the entity, including the cost of translation. These written translations of vital documents must be provided for each eligible LEP language group that constitutes 5 percent or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or

encountered by programs in the entity's service area. DCF, DHS and DWD, are responsible for the costs and translation of vital documents issued by the DCF, DHS and DWD.

If there are fewer than 5 percent or 1,000 persons in a language group, primary recipients and sub-recipients are not obligated to translate vital written materials. **However**, recipients must provide a written notice or statement in the primary language of the LEP group(s) of their right to receive oral interpretation of written materials, free of cost.

Your agency must have a policy and procedures regarding Oral Interpretation. Recipients are required to notify and provide an LEP applicant or participant with an oral interpreter free of charge when an interpreter is requested. This is the most immediate need among the LEP communities. We strongly recommend that there be a concerted effort to seek and find qualified interpreters who are trained in medical or legal terminology and have received training on translators' code of ethics, confidentiality, and competent in the culture of the LEP participant. Policies and procedures should address how staff will provide language access to customers by phone and on a walk-in basis. Entities utilizing Call Centers and/or automated interactive phone systems must ensure sufficient instructions are provided to LEP customers in their language to enable their navigation and/or prompting of the system in an accurate and meaningful manner. You may partner with community-based organizations that serve LEP populations. Oral interpretation requests may be received through:

- Phone inquiries from customers
- Walk-in customers
- Entities using Call Center Anywhere systems and/or interactive phone response

IMPORTANT: As a service provider, you **may not** request that a family member or a friend acts as the only oral interpreter for any of the services you provide, unless the participant wants no other interpreter. **We strongly recommend the use of well trained, qualified, competent interpreters, as defined in the definition section of this document.** As with the use of any non-professional interpreter, the primary recipient or sub-recipient may need to consider issues of competence and appropriateness. Recipients should take into consideration issues of accuracy, conflict of interest, ethics, and confidentiality when determining whether it should respect the desire of the LEP person to use an interpreter of his/her own choosing. For these reasons, it would be wise to have your own qualified interpreter present. The client or participant bears the responsibility for outcomes that result from using non-qualified interpreters. We strongly recommend that the use of non-qualified interpreters be documented in writing. **Under no circumstances may a minor son, daughter or child act as an interpreter.**

We encourage recipients and sub-recipients to:

- Periodically check the DCF, DHS and DWD websites for new reference materials.
- Continue to be aware of recent LEP refugee and immigrant populations in your service area that may not be reflected in census data.
- Note that data from the census and other sources may not provide the number of **eligible** LEP participants in your program(s) in the service area.

Summary for LEP Customer Data Analysis—Complete as indicated.

Identification of LEP Groups—Complete as indicated

Services to LEP Groups—Check all that apply

7. **Equal Opportunity Policy and LEP Policy and Notification**—Complete the Checklist by checking “Yes” or “No” for each statement and provide clarifying information and/or appendixes as appropriate.

Every recipient must have an Equal Opportunity in Employment and Service Delivery Policy Statement and an LEP Policy Statement that describe the Civil Rights and LEP responsibilities of the recipient as both an employer and a service provider.

If you use the model Equal Opportunity Policy Statement provided in **Appendices D-G** and the model LEP Policy Statement provided in **Appendix H**, attach them to your CRC Letter of Assurance document, including all translations needed in other language(s) in accordance with your agency's LEP requirements for translations of vital documents. A copy must be maintained with your CRC Plan. You are encouraged to use the model statements and the translations provided. If you have questions, please contact the appropriate representatives identified in Section L (Technical Assistance).

If you do not use the model policy statements and translations provided, retain your agency's policy statements on file as **Appendices D-H** of your CRC Plan. Attach a copy to your CRC Letter of Assurance document. Each policy must include the same information as the model, including non-discrimination towards protected groups covered under federal and state laws. Each policy must also be provided in the other languages applicable to your agency's LEP requirements for vital document translations.

Copies of each completed, signed, and translated policy must be posted for the public in highly visible and conspicuous places that are available to customers and for participants to read.

8. **Designation of an Equal Opportunity Coordinator and LEP Coordinator**—Complete the Checklist by checking “Yes” or “No” for each statement and provide clarifying information and/or Appendixes as appropriate.

Each recipient must identify an individual to function as the Equal Opportunity (EO) Coordinator. Each recipient must also identify an individual to function as the LEP Coordinator. However, it may be beneficial to designate the EO Coordinator to be the LEP Coordinator because the civil rights responsibilities and the knowledge base are similar.

In the event of a change in the recipient's EOC or LEPC, the recipient must notify the DCF, DHS or DWD of the acting EOC or LEPC within 10 calendar days of the changes.

9. **Access to Services**—Complete the Checklist by checking “Yes” or “No” for each statement and provide clarifying information and/or appendixes as appropriate. Use [Appendix L titled “The Wisconsin Programs and Services Access Self-Assessment Checklist”](#) to determine your compliance with Section 504. The assessment should be completed and treated as a record to be kept in the recipient’s files and made available during a desk audit or an onsite visit by DCF, DHS and/or DWD. To determine your entity’s compliance with accessibility requirements for your facilities, we recommend that you use the [Guidance on the 2010 ADA Standards for Accessible Design](#) revised ADA regulations published on September 15, 2010, that provide detailed information about the DOJ’s adoption of the 2010 Standards. The recipient should go to this website if there are plans to build a new site or to modify its existing building.
10. **Discrimination Complaint/Grievance Procedures**—The model Discrimination Complaint Form and Procedures provided in **Appendix I** is just that, a model. Each Department has its own complaint procedures for addressing both discrimination and program complaints. The

recipient must develop and implement an effective system for handling complaints and grievances and may use the model in **Appendix I**.

Complainants who disagree with an informal discrimination complaint investigation decision and who decide to pursue a formal complaint with DCF, DHS, and DWD should be assisted in obtaining and/or referring the complainant to the appropriate state department for further investigation. DCF, DHS, and DWD complaint forms are accessible on each individual agency websites. To download or locate each agency's complaint form and instructions following the links below:

DCF: http://dcf.wisconsin.gov/civil_rights/default.htm

DHS: [Instructions for completing the Civil Rights Compliant Forms](#)

DHS: [Civil Rights Complaint Form](#)

DWD: http://dwd.wisconsin.gov/det/civil_rights/complaints.htm

Complete Section 10: Discrimination Complaint/Grievance Checklist by checking “Yes” or “No” for each statement and provide clarifying information and/or appendixes as appropriate.

If you use the model Discrimination Complaint Form and Procedures provided in **Appendix I**, attach it to your CRC Plan, including all translations needed in accordance with your agency's LEP requirements for written translations of vital documents. You are encouraged to use this model. If you do not use this model, include your agency's version as **Appendix I** to your CRC Plan. However, your form must include the same information as the model, and must be translated to languages that met the recipient's LEP Plan and obligation threshold for written translations of vital documents. If you have questions, please contact the appropriate representatives identified in Section L (Technical Assistance).

Copies of the equal opportunity and LEP policies posted for the public must be completed and signed. Copies of the complaint policies, procedures and complaint forms must be posted in highly visible and conspicuous places that are available for customers, patients, or program participants to read.

Age discrimination complaints involving recipients that administer USDA-FNS programs, services and activities must be file directly with the U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410. Call toll free 866-623-9992 to request a form, 202-690-7442 (Fax), 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).

11. **Training Requirements**—Complete the Checklist by checking “Yes” or “No” for each statement and provide clarifying information.
12. **Self-Assessment**—Complete the Checklist by checking “Yes” or “No” for each statement and provide clarifying information and/or appendixes as appropriate. The CRC Plan provides a list of the minimum requirements for an annual self-assessment.

B. CIVIL RIGHTS COMPLIANCE PLAN TEMPLATE

Children and Families
DCF-F-154-E

Health Services
F-00164

Workforce Development
DETS-16706-E

[Word Fillable version](#)

1. Recipient Contact Information and Signature Page - APPENDIX A

The same Recipient Contact Information and Signature Page previously completed for the CRC LOA should be used for this CRC Plan.

2. Funding Relationship to DCF, DHS or DWD - APPENDIX B

The same Funding Relationship to DCF, DHS or DWD form previously completed for the CRC LOA should be used for this CRC Plan.

3. Funded Programs Checklist - APPENDIX C

The Same Funded Programs Checklist previously completed for the CRC LOA should be used for this CRC Plan.

4. Data Collection

Recipients and sub-recipients must have a data collection system or method of collecting and reporting customer population data and employee data if the entity is required to file an Affirmative Action Plan pursuant to §s. 16.765 Wis. Stats., and ADM 50. **This is a mandatory requirement of every recipient, and includes small recipients and sub-recipients not required to complete the CRC Plan.** Although funded recipients are not expected to submit the data with the CRC Letter of Assurance, the information will be requested and reviewed if a desk audit is conducted or during an onsite monitoring compliance visit.

Employment	
a. Our agency has a data collection system to record how many employees in our agency have disabilities. The system updates the data every ____ years. The data collection process is in compliance with ADA requirements for confidentiality	☐ Yes ☐ No
b. Our agency has a system that records the race, ethnicity and gender of our employees and applicants applying for employment	☐ Yes ☐ No
Service Delivery	
c. Our agency has a system that records the race, ethnicity, sex/gender, disability status, and primary language of:	☐ Yes ☐ No
• Participants (Self-identification by the applicant/participant is the preferred method of obtaining characteristic data)	
• Number of potentially eligible or likely to be affected or encountered	☐ Yes ☐ No
• Number of LEP individuals encountered by phone vs. walk-in.	☐ Yes ☐ No
• Number of eligible LEP participants by separate programs and the frequency of encounters	☐ Yes ☐ No
• Interpretation needs of LEP participants	☐ Yes ☐ No
• The number of written translation of vital documents for LEP groups that meet the 5 percent or 1,000 threshold requirement	☐ Yes ☐ No
• Number of sign language interpretation requests received from the deaf and hard of hearing participants	☐ Yes ☐ No
• Other accommodation requests and needs from participants with disabilities	☐ Yes ☐ No
If you responded "No" to any of the above questions, you should be prepared to describe your plan for addressing these requirements, including target dates for completion of milestones, upon request.	

Instructions for Completion of Data Collection Table

Each recipient shall keep customer data records to enable the contracting State agency to determine the recipient or sub recipient's compliance with equal opportunity in employment and service delivery. Recipients must collect and make available to the State agencies, racial, ethnic, gender, and disability data to illustrate the extent to which members of protected groups are beneficiaries of or participants in each federally and state assisted program. Primary recipients, sub-recipients and vendors are not required to submit the data information to DCF, DHS or DWD. The data collection requirement is needed for completing the Customer Service Population Analysis (CSPA) and LEP Customer Data Analysis (CDA) forms.

The data must be collected, retained and reported on a program by program basis. The data should be kept as part of the CRC Plan and will be reviewed when a desk audit is performed or an onsite monitoring visit is conducted.

For recipients that extend federal or state financial assistance to another sub-recipient, the sub-recipient shall collect, retain and submit such data to the recipient that issued the contract, as may be necessary to enable the contracting recipient or State agency to carry out its civil rights compliance obligations. Recipients and sub-recipients must develop and maintain a data collection system to capture and report data in the following categories:

Race and ethnicity of participants

Recent changes in data collection requirements have resulted in a separation of data about ethnicity (i.e., Hispanic/Latino or not Hispanic/Latino) from data on race. In some cases, this will make comparisons difficult because older data collection systems included Hispanic/Latino as a racial group. Primary recipients and sub-recipients must have a system to report the race and ethnicity of its participants.

The ethnicity codes required by the federal Office of Management and Budget are:

- Hispanic/Latino
- Not Hispanic/Latino

The race codes required by the federal Office of Management and Budget are:

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or other Pacific Islander
- White
- More than one race (Recipient agencies are encouraged to collect more detailed information on population groups based on the U.S. Census 2010 race and ethnicity categories, provided that those who identify themselves as "Multiracial" or "More Than One Race" are aggregated into the five minimum set of race categories mentioned above.)

Other information that must be collected:

- Female
- Persons with Disabilities
- Primary Language
- Accommodations

All recipients are required to have a data collection system that records:

- The number of LEP persons eligible to be served or likely to be affected or encountered by the program in the recipient's service area. The number of oral interpretations requested by LEP applicants and participants and the number of LEP customers being served.
- A list of all vital documents that have been translated in written form for eligible LEP groups that meet the 5 percent or 1,000 population threshold. If written translations of vital documents are not provided, recipients and sub-recipients must document the method used to translate vital information as required by the U.S. DHHS "Safe Harbor" guidelines.
- The number of sign language interpretation requests received from deaf and hard of hearing participants seeking services and those provided sign language interpreters.
- The number of accommodation requests received and services provided to applicants and participants with disabilities.
- The primary language spoken by the customer, patient, or participant.

5. **Customer Service Population Data Analysis**
[\(Link to additional Population Data Analysis Charts\)](#)

Program Name(s): (Complete a separate table for each program or contract checked on the Funded Programs Checklist. **If the eligible populations are the same for multiple programs**, identify programs on the line above.)

	Eligible Population Likely to be served or likely to be affected or Encountered in Service Area			Eligible Population Served in Most Recent Calendar or Program Year			Difference
Category	Number	Percent (%)		Number	One Year %		
*TOTAL eligible Population in service area		100%			100%		N/A
White							N/A
Black or African American		Combined #: _____	Combined %: _____		Combined #: _____	Combined %: _____	
American Indian or Alaska Native							
Asian							
Hispanic/Latino Regardless of Race							
Native Hawaiian or Other Pacific Islander							
More than One Race							
Females							
Persons with Disabilities							

*The number in the first column (Total Eligible Population Likely to be Served or Likely to be Affected or Encountered by Program in the Recipient's Service Area) should be used when completing the LEP customer service language access data table.

If difference is greater than a negative 2 percent, please state the reason(s) why your agency may not be providing service to potential eligible participants in the protected categories given above:

What actions can be tried to improve program participation to populations that are underserved?

If denials for service (includes negative decisions, licensing activities, etc) have been disproportionate for specific protected groups within the last 24 months, please explain:

How many informal and formal discrimination complaints were filed within the last 24 months? Recipients must maintain a log that records at a minimum the date and name of complainants, the nature or type of complaints, the protected status of the complainant and a summary of the disposition of the complaint. A copy of the complaint log must be available for review if a desk audit is completed or at the time an onsite monitoring compliance review is conducted or upon request by DCF, DHS or DWD.

Please comment on the **nature** of the discrimination complaints filed, both formal and informal and their resolution:

Instructions for Completing Customer Service Population Data Analysis

As stated in the Instructions, the purpose of the CSPA is to determine if you are serving eligible participants in the protected categories in the same proportion they are represented in the total eligible population.

Step 1:

- **“Eligible Population Likely to be Served or Likely to be Affected or Encountered”** means the total number of individuals in the service area who may meet the eligibility requirements of a recipient’s program(s), whether or not they are currently being served.
- **“Percent of Eligible Participants in Each Protected Category Likely to be Served or Likely to be Affected or Encountered”** is computed by dividing the number of each category (combined race/ethnicity, females, and persons with disability) likely to be encountered by the total number of eligible population likely to be encountered in the service area.

Step 2:

- **“Eligible Population Served”** means the number of participants who are enrolled or registered in a program or service administered by a recipient. For purposes of reporting, use the number of participants within a one-year calendar period.
- **“Percent of Eligible Participants in Each Protected Category Served”** is computed by dividing each category (e.g., combined race/ethnicity, females, and persons with disabilities) served by the total number of eligible population served in the service area.

Summary for Customer Service Data Analysis

- Geographic Service Area:
- Data Source(s):
- Data Period: From: To:

This Customer Service Data Analysis was prepared by:

PRINT NAME of Preparer

SIGNATURE – Preparer

Date Signed

I am the (Administrator, Coordinator or Director) of the civil right compliance program.

☐ Yes ☐ No

I met with each program administrator, coordinator or director to review the results of the analysis, the implications, and corrective action steps needed, to ensure that this requirement was met.

☐ Yes ☐ No

I acknowledge that I understand the analysis and or corrective actions steps needed to be in compliance with this requirement.

☐ Yes ☐ No

PRINT NAME of Program Administrator

SIGNATURE – Program Administrator

Date Signed

6. Limited English Proficiency (LEP) Data Analysis [\(Link to additional LEP Data Analysis Charts\)](#)

As stated in the Instructions, the purpose of the analysis is for your agency to plan for the translation of vital documents to meet the “safe harbor” federal guidelines. The analysis is also useful to determine which language groups are present in your service area, the degree to which members of these language groups are being served and the steps being taken to improve language access to services and programs. Your agency is required to provide oral language interpreters to all customers who consider themselves as LEP and who present themselves to your agency on a walk-in or telephone basis. This analysis is intended to assist your agency with determining the size of each LEP group, the languages spoken in the service area and the methods your agency will use to ensure full and meaningful access to all of your programs and services. Oral language and translation of vital information/documents must be provided at no cost to the customer.

LEP Customer Data Analysis for Translation of Vital Documents:

- **“Number of Eligible Populations Likely to be Served or Likely to be Affected or Encountered in Service Area”** means the total number of individuals in the service area who may meet the eligibility requirements of the recipient’s program(s), whether or not they are currently being served. These include eligible LEP participants. This number should reflect the number entered into the Customer Service Population Analysis column “Eligible Population Likely to be Served or Likely to be Affected or Encountered in the Service area for each program being analyzed.
- **“Number of Eligible LEP Population Likely to be Encountered in Service Area”** means the total number of LEP participants currently served or those who meet the eligibility requirements of the recipient’s program, whether or not they are currently being served.
- **“Percentage of Eligible LEP Population Served or Likely to be Encountered in Service Area”** is computed by dividing the number of eligible LEP population served or likely to be encountered by the number of the total eligible population served or likely to be encountered.
- **“LEP population served in the service area”** is data that, while not required to determine translation or interpretation needs, is useful in analyzing services provided to LEP populations.

We ensure that we have completed the analyses for the program name administered by agency name.

Program Names: _____ (Complete a separate table for each program or contract checked on the Funded Programs Checklist of the Plan.)

NOTE: From the CUSTOMER SERVICE POPULATION ANALYSIS data table (for this program): use the “Total Eligible Population Likely to be Encountered in Service Area” number here: Total Eligible Population Likely to be Encountered in Service Area (Number) (a) = _____.

Eligible LEP Population Likely to be Affected or Encountered in Service Area (by Language)	Percent of Eligible LEP Population Likely to Be Affected or Encountered	Frequency of LEP Population Served in the Service Area	Safe Harbor Written Translation of Vital Documents	Safe Harbor Post Written Notice to LEP Groups of Their Right to Receive Competent Oral Language Interpretation and Translation of Vital Documents Free of Cost
Number (b)	Percent (c) $c = (b/a \times 100)$	Served (d)	Check Yes if eligible LEP pop. (column c) is 5% or column (b) is 1,000 or more	Check Yes if eligible LEP pop. Is less than 5% or Less than 1,000
Spanish:			☐ Yes ☐ No	☐ Yes ☐ No
Hmong:			☐ Yes ☐ No	☐ Yes ☐ No
Burmese:			☐ Yes ☐ No	☐ Yes ☐ No
Somali:			☐ Yes ☐ No	☐ Yes ☐ No
Arabic:			☐ Yes ☐ No	☐ Yes ☐ No
Russian:			☐ Yes ☐ No	☐ Yes ☐ No
Laotian:			☐ Yes ☐ No	☐ Yes ☐ No
Chinese:			☐ Yes ☐ No	☐ Yes ☐ No
Vietnamese:			☐ Yes ☐ No	☐ Yes ☐ No
Albanian:			☐ Yes ☐ No	☐ Yes ☐ No
Korean:			☐ Yes ☐ No	☐ Yes ☐ No
BSC*:			☐ Yes ☐ No	☐ Yes ☐ No
Farsi:			☐ Yes ☐ No	☐ Yes ☐ No
Cambodia:			☐ Yes ☐ No	☐ Yes ☐ No
Other: Specify			☐ Yes ☐ No	☐ Yes ☐ No

* BSC = Bosnian/Serbian/Croatian

[\(Link to additional LEP Data Analysis Charts\)](#)

Summary for LEP Customer Data Analysis

- Service Area:
- Data Source(s):
- Data From Previous 12 Months - From: To:

Please comment on the nature and resolution of LEP related discrimination complaints filed, both formal and informal:

This LEP Customer Data Analysis was prepared by:

PRINT NAME of Preparer

SIGNATURE – Preparer

Date Signed

I am the (Administrator, Coordinator or Director) of the LEP program.

☐ Yes ☐ No

I met with each program administrator, coordinator or director to review the results of the analysis, the implications, and corrective action steps needed, to ensure that this requirement was met.

☐ Yes ☐ No

I acknowledge that I understand the analysis and/or corrective actions steps needed to be in compliance with this requirement.

☐ Yes ☐ No

PRINT NAME of Program Administrator

SIGNATURE – Program Administrator

Date Signed

Services to LEP Language Groups

Please check all that apply to your agency's service to the eligible language groups in your service area:

- ☐ Oral interpretation is provided upon request at no charge to the customer.
- ☐ We hire bilingual staff with demonstrated proficiency in English and a second language, knowledgeable of specialized terms and concepts in English and that language they interpret, and have received training on skills and ethics of interpretation. (Training can be provided in-house or by an external agency. Documentation of language ability, training on specialized terms and concepts, and training on skills and ethics of interpretation should be maintained.)
- ☐ We routinely collect information regarding the LEP participant's preferred primary language to alert the agency of the need for a qualified interpreter. The language information for each client is part of our database.

Written Translation:

- ☐ Our entity has identified and inventoried all vital documents for our programs or services and the inventory list is available for inspection.
- ☐ The eligible LEP population that is likely to be encountered in our service area constitutes 5 percent or 1,000 persons; therefore, the entity will provide written translation of vital documents.

- ☐ There are fewer than 5 percent and less than 1,000 persons in a language group. Our agency will provide written notice to those LEP groups in their primary language of their right to receive oral language interpretation and written vital materials, free of cost.

7. Equal Opportunity Policy and LEP Policy and Notification

1. Our agency is utilizing the DCF, DHS, DWD model for Equal Opportunity Policy Statement that is provided in Appendices D-G .	☐ Yes ☐ No
2. Instead of utilizing the model Equal Opportunity Policy Statement provided by the DCF, DHS, DWD, we are using our own policy statement.	☐ Yes ☐ No
3. Our agency is utilizing the DCF, DHS, DWD model for LEP Policy Statement that is provided in Appendix H .	☐ Yes ☐ No
4. Instead of utilizing the model for LEP Policy Statement provided by DCF, DHS, DWD, we have provided our own policy statement.	☐ Yes ☐ No
5. Our equal opportunity policy includes all of the protected groups covered under federal and state employment and service delivery laws and our LEP Policy reflects the LEP Federal Guidance and DCF, DHS, and DWD requirements.	☐ Yes ☐ No
6. We will disseminate the policy statements for both Equal Opportunity and LEP in the following ways:	☐ Yes ☐ No
a) The policies are included in our policy and operating procedures manual.	☐ Yes ☐ No
b) The policies are permanently posted where current customers and applicants applying for services may review and read them in their own languages as required by our LEP population analysis and service plan.	☐ Yes ☐ No
c) The policies are reviewed annually and updated by the agency head, managers, supervisors and frontline staff.	☐ Yes ☐ No
d) An "Equal Opportunity in Employment and Service Delivery Policy" and "LEP Policy Statements" are posted in the required languages on our entity's lobbies and/or waiting rooms (i.e., Appendixes D, E, F, G, and H.).	☐ Yes ☐ No
e) The EO and LEP policies are available in alternate formats upon request (i.e., relevant language translations, large print, on tape, Braille). If electronic information is used exclusively, text to voice and voice to text software is provided for persons with sensory or physical disabilities when requested.	☐ Yes ☐ No
f) A short form of the policies included in recruitment materials, use of media, publications, phone listings, directories and web site(s).	☐ Yes ☐ No
g) Entities administering USDA-FNS programs must post the appropriate "Justice For All" poster designated for their specific program as follow: • Entities administering SNAP/FoodShare, TEFAP and FSET programs must post the "Justice For All" Poster 475B • Entities administering WIC programs must post the "Justice For All" poster 475C. Posters are available from USDA (www.fns.usda.gov/cr/and-justice-all-posters)	☐ Yes ☐ No
h) The EO and LEP requirements are incorporated in contracts, agreements and purchase orders when extending federal assistance to other vendors and contractors for the delivery of services.	☐ Yes ☐ No
i) Customer referral sources are notified of the EO and LEP policies.	☐ Yes ☐ No

If you responded "No" to a question above, you should be prepared to describe your plan for addressing this requirement, including target dates for completion upon request.

8. Designation of an Equal Opportunity Coordinator and LEP Coordinator

1. Management level employees are appointed to the positions of Equal Opportunity Coordinator (EOC) and Limited English Proficiency Coordinator (LEPC).	☐ Yes ☐ No
2. Our EOC and LEPC have direct access to the organization head to discuss equal opportunity and LEP issues or activities.	☐ Yes ☐ No
3. Our EOC and LEPC received or will receive civil rights training within two months of assuming duties. • Indicate date EOC received CRC Training _____ • Indicate date LEPC received CRC Training _____	☐ Yes ☐ No
4. The names of our EOC and LEPC are typed on the Recipient Contact Information and Signature Page acknowledging acceptance and understanding of their responsibilities.	☐ Yes ☐ No
5. Our EOC and LEPC have the following responsibilities:	☐ Yes ☐ No
a) Handling service delivery, employment discrimination and language access complaints.	☐ Yes ☐ No
b) Disseminating equal opportunity and language access information to provider staff and interested persons.	☐ Yes ☐ No
c) Preparing equal opportunity and language access plans and reports.	☐ Yes ☐ No
d) Acting as a liaison between the provider, DCF, DHS, DWD, federal agencies, and the community.	☐ Yes ☐ No
e) Monitoring, performing comprehensive compliance reviews, and evaluating equal opportunity and language access activities on a program by program basis in the organization.	☐ Yes ☐ No
f) The EOC and LEPC have responsibility for monitoring and evaluating civil rights, cultural awareness, disability sensitivity, language needs of entity/provider staff and arrange annual training.	☐ Yes ☐ No
g) If the primary recipient, vendor or entity sub-contracts part of the funding, who is responsible for ensuring training, monitoring, evaluating and ensuring civil rights, cultural awareness, disability sensitivity, and language needs are being met: • Provide Name: _____ • Sub-recipients/Subcontractors • Supervisors/Managers/Administrators • Frontline Staff	☐ Yes ☐ No
h) Maintaining equal opportunity files and confidential records. Monitoring the records and files relative to the organization's civil rights program and ensuring that sub-recipients and sub-grantees are maintaining records uniformly for all individuals, regardless of protected status.	☐ Yes ☐ No
i) Meet with the CEO, President, Director, or Administrator of the organization to provide input into policies and procedures to improve language access and equal opportunity in employment and service delivery.	☐ Yes ☐ No
j) Where functions relate to equal opportunity and language access, the LEPC and EOC will plan and carry out functions in unison.	☐ Yes ☐ No

If you responded "No" to a question above, you should be prepared to describe your plan for addressing this requirement, including target dates for completion upon request.

9. Access to Services

a. A copy of the Wisconsin Program and Service Access Self-Assessment Checklist for your facility or facilities is completed and maintained on file in your agency. A model is provided under Appendix L.	☐ Yes ☐ No
b. Public entities and public accommodations are required to follow specific architectural standards in new construction and alteration of their buildings. Public accommodations and entities must remove barriers in existing buildings or relocate programs or otherwise provide access in inaccessible older buildings. To assist entities in determining their compliance with the ADA accessibility requirements, we recommend entities use the Guidance on the 2010 ADA Standards for Accessible Design published on September 15, 2010. Entities that completed a previous Accessibility Checklist should maintain a copy on file and make it available at the time an onsite monitoring visit is conducted by the contracting entity or CRC monitoring staff.	☐ Yes ☐ No
c. Our agency assures that services are equally available to everyone by: 1) Providing equal access to all programs, services or activities, including but not limited to eligibility, treatment, staff assignments, outreach, intake, diagnosis, assessment, evaluation, research, days and hours of service, facility assignments, communication of information and referrals to other services.	☐ Yes ☐ No ☐ Yes ☐ No
2) Assuring physical access to the facilities by allowing persons with functional limitations caused by impairments of sight, hearing, coordination or perception, or persons with semi-ambulatory or non-ambulatory disabilities to enter, leave, circulate within, use public toilet facilities and elevators.	☐ Yes ☐ No
3) Providing sign-language interpreters for those who are deaf and hard of hearing and other auxiliary aids.	☐ Yes ☐ No
4) Providing interpreters to assist applicants and customers with limited ability to read, speak, or understand English. NOTE: Recipients must PROMINENTLY display an “I Speak” poster in the language of the LEP groups identified in the LEP Customer Data Analysis completed by the recipients. The “I Speak” poster must state, “You have the right to receive vital program information in a language that you understand, through an interpreter, or translation of vital program material, at no cost to you.” The statement must be translated to reflect the LEP languages according to the recipients LEP Customer Data Analysis for their service area. The "I Speak" Card can be printed directly from the website by clicking on this link. For pre-literate populations or language groups, an audio format version of this information may be provided.	☐ Yes ☐ No
5) Providing literature, posting information and audio-visual materials in language(s) understood by customers, and in formats that are understandable to persons with visual or hearing impairments.	☐ Yes ☐ No
6) Providing readers or assistive technology for persons with visual impairments when a request for an accommodation is made.	☐ Yes ☐ No
7) Providing special assistance in the form of an accommodation for persons with developmental or learning disabilities.	☐ Yes ☐ No
8) Providing services to eligible applicants or participants who are in a protective status (i.e., eligible immigrants and their eligible dependents), informing them that information regarding their immigration status will not be reported to other federal agencies, and will not be used to discriminate against them.	☐ Yes ☐ No

9) Ensuring that members of protected classes have equal opportunity to participate on planning and advisory boards at the local levels through notification of membership opportunities.	☐ Yes ☐ No
10) Allocating funds for programs, services, and activities in a non-discriminatory manner.	☐ Yes ☐ No
11) Providing equal opportunity for applicants to become vendors, grantees and sub-grantees, and contractors in programs, services or activities where this is allowed. Using nondiscriminatory factors in determining awards, sizes of grants, contracts, projects, and the quality, quantity, and range of benefits provided in proportion to the number of such members in the service area.	☐ Yes ☐ No
12) Establishing or developing program service areas to integrate members of protected classes and enabling them to receive equal opportunity in service delivery.	☐ Yes ☐ No
13) Treating protected class members with full courtesy and respect in all personal, oral, written and other forms of communication and contact.	☐ Yes ☐ No
14) Incorporating training and posting policies for our employees regarding treating protected class members with full courtesy and respect in all personal, oral, written, and other forms of communication and contacts. This includes listing the names and other identifiable information of the EOC and the LEPC to allow those protected by laws who wish to file a complaint against the agency/employee the ability to file.	☐ Yes ☐ No
15) Providing culturally trained bilingual and/or bicultural qualified staff and specialized services to maximize use and completion of the program by the protected class.	☐ Yes ☐ No
16) Ensuring that sanctions and terminations are applied in a culturally sensitive, nondiscriminatory manner without regard to protected status.	☐ Yes ☐ No
17) Providing access through Telecommunication Device for the Deaf (TDD) or Wisconsin Relay Service (WRS) for the deaf and hard of hearing participants upon request.	☐ Yes ☐ No
18) Notifying LEP customers of their right to ask for translation of vital program information at no cost to a language other than English whenever they access programs and services.	☐ Yes ☐ No
19) Preparing a listing of our vital documents requiring written translation and updating the inventory list annually to reflect which documents have been translated and prioritizing those needing translation.	☐ Yes ☐ No
20) Developing policies on confidentiality and code of ethics for oral interpretation for contracted vendors and/or community volunteers used for interpreting by individual agency programs.	☐ Yes ☐ No
21) Developing collaborative partnerships to the extent possible, with culturally relevant community-based organizations and stakeholders. For example, establishing an LEP Council as advisors to your agency on cultural and linguistic needs of the LEP communities.	☐ Yes ☐ No
d. Our agency uses the following methods to ensure written translation services:	☐ Yes ☐ No
1) Contract with an outside translation services to translate the agency's vital documents.	☐ Yes ☐ No
2) Partner with community associations for paid or voluntary translation of vital documents.	☐ Yes ☐ No

3) Receive and utilize translated materials only from federal and state agencies.	☐ Yes ☐ No
4) Other: Specify	☐ Yes ☐ No
e. Our agency uses the following methods to ensure oral interpretation:	☐ Yes ☐ No
1) Establish oral language assistance procedures for taking incoming calls from LEP persons and trained our receptionist and staff to utilize oral interpretation resources.	☐ Yes ☐ No
2) Our agency hires bilingual staff who are proficient in the following languages that are present in our service area: (Circle all that apply)	☐ Yes ☐ No
• Spanish • Hmong • Arabic • Burmese • Chinese • German • Korean • Laotian • Somali • Russian • Vietnamese • Other languages: Specify	
3) Use a language line for languages not often used in the service area.	☐ Yes ☐ No
4) Partner with other community organizations for paid or voluntary oral interpretation services.	☐ Yes ☐ No
5) Use a telephone system that allows participants to access the appropriate staff who can assist them in getting information or services needed.	☐ Yes ☐ No
6) Use inbound call center system with universal queue technology that provides callers with an alternative to waiting on hold when no agents are available.	☐ Yes ☐ No
7) Use an inbound virtual queuing call center system that has the capacity for directing LEP language groups to directly access, perform similar functions as in the English menu, and/or the ability to leave messages in their language:	☐ Yes ☐ No
8) Other: Specify	☐ Yes ☐ No
f. List methods used to communicate vital documents to customers. Check all that apply:	
☐ Video ☐ Television ☐ Web Sites ☐ Radio ☐ Posters ☐ Community Newspaper ☐ Voice Mail Messages ☐ Other: Specify ☐ Interactive Voice Response (IVR)	

If you responded "No" to a question above, you should be prepared to describe your plan for addressing these requirements, including target dates for completion of major milestones, upon request.

10. Discrimination Complaint/Grievance Procedures

Our agency is utilizing the DCF, DHS, DWD model Discrimination Complaint Forms and Process, which is provided in Appendix I, including the translations required in accordance with LEP Plan for vital documents.	☐ Yes ☐ No
- Instead of utilizing these model Discrimination Complaint Forms and Process, we have provided our own Discrimination Complaint forms, including the translations required in accordance with LEP Plan for vital documents. Our model policy and form explains the informal and formal complaint process where the complainant may file a formal complaint with the appropriate State or Federal agency by providing them the instructions and forms: - DCF Complaint http://dcf.wisconsin.gov/civil_rights/complaints.htm - DHS Complaint http://dhs.wisconsin.gov/civilrights/index.htm - DWD Complaint http://dwd.wisconsin.gov/det/civil_rights/complaints.htm - US HHS Region V Office of Civil Rights, Chicago Complaint http://www.hhs.gov/ocr/office/file/index.html - U.S. DOJ Office of Civil Rights, Washington D.C. Complaint http://www.justice.gov/crt/complaint/ - USDA, Office of Civil Rights, Washington D.C. http://www.ocio.usda.gov/sites/default/files/docs/2012/Complain_combined_6_8_12.pdf	☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No
- Our organization will implement the following procedures: - The complaint resolution procedures, including the name, address and phone number of the Equal Opportunity Coordinator, Limited English Proficiency Coordinator or Complaint Investigator, is publicly posted in language(s) understood by customers, and is in a format or formats accessible to persons with visual or hearing impairments.	☐ Yes ☐ No
The recipient agency has instituted a database system to track informal and formal discrimination complaints and their disposition. The system should record the number of complaints by program area, protected status/or class.	☐ Yes ☐ No
All written investigation documents are held confidential.	☐ Yes ☐ No
All participants in complaint investigations are advised of and protected from retaliation.	☐ Yes ☐ No
Complaints received will be acknowledged within five calendar days including appeal rights. If extensions are needed, the complainant will be notified.	☐ Yes ☐ No
Results of the complaint investigation will be provided to complainant within 90 days of receipt of the complaint along with appropriate appeal rights.	☐ Yes ☐ No
Corrective action is taken when evidence of discrimination has been found.	☐ Yes ☐ No
Translators, interpreters and/or readers who meet the communication needs of customers are provided by the agency during the complaint process.	☐ Yes ☐ No
Customers are permitted to have representatives of their choice during the complaint process.	☐ Yes ☐ No
- Complainants are made aware of other venues of redress, including the right to appeal for: - Discrimination in service delivery or language access to: - DCF Civil Rights Unit	☐ Yes ☐ No

- | | |
|--|--|
| o DHS Civil Rights Compliance Office | ☐ Yes ☐ No |
| o DWD Civil Rights Unit | ☐ Yes ☐ No |
| o Appropriate Federal Office for Civil Rights (depending on the source of federal funds) | ☐ Yes ☐ No |
| i). Negative program decisions to: | |
| – Division of Hearings and Appeals (DOA) | ☐ Yes ☐ No |
| ii). Federal Agencies: | |
| – U.S. DHHS, Region V OCR, Chicago | ☐ Yes ☐ No |
| – USDA, Office of Adjudication, Washington D.C. | ☐ Yes ☐ No |
| – U.S. DOJ, Office of Civil Rights, Washington D.C. | ☐ Yes ☐ No |

(Note: All age discrimination complaints filed by applicants/participants against recipients and/or sub-recipients administering SNAP, WIC, and/or TEFAP must forward all age discrimination complaints to the USDA Office of Adjudication in Washington D.C.)

k) Employees are made aware of other venues of redress for discrimination in employment such as: - Wisconsin Equal Rights Division (ERD) - Equal Employment Opportunity Commission (EEOC), U.S. DOJ - Federal Office of Contract Compliance (FOCC) U.S. DOL - Wisconsin Office of Contract Compliance - Appropriate Federal Office for Civil Rights (depending on the source of federal funds).	☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No
l) Recipient or sub-recipient staff will assist complainants during the complaint process if necessary.	☐ Yes ☐ No
m) Complainants are informed that the complaint must be filed within 180 days from alleged discriminatory act. Filing times may be extended if deemed necessary.	☐ Yes ☐ No

If you responded "No" to a question above, you should be prepared to describe your plan for addressing these requirements, including target dates for completion of major milestones, upon request.

11. Training Requirements

a. The following CRC training requirements apply to agency heads, administrators, mid-level managers and front-line staff of Non-USDA-FNS funded recipients:	
1) New employees and managers are informed of the CRC policies as part of their orientation program.	☐ Yes ☐ No
2) New staff will receive training on CRC policies, along with instructions on how the laws and regulations provide protections to protected groups in employment and service delivery.	☐ Yes ☐ No
3) Copies of the civil rights laws and regulations are made available to staff.	☐ Yes ☐ No
4) Staff refresher training on CRC and updates are required once every three years if you are a non-USDA-FNS funded program.	☐ Yes ☐ No
b. The recipient is a USDA-FNS funded agency. These include FoodShare, Food Stamp Employment and Training (FSET), Women Infant and Children (WIC), and The Emergency Food Assistance Program (TEFAP). (If No, proceed to section L.)	☐ Yes ☐ No
c. USDA-FNS recipients sub-contracting USDA-FNS funds assume the responsibility for ensuring that sub-contractors are also meeting the civil rights and cultural awareness training requirements as well.	☐ Yes ☐ No
c. Annual CRC training is required for staff of recipients administering USDA-FNS funded programs, services and activities—including FoodShare, WIC and TEFAP.	☐ Yes ☐ No
1) Our agency will provide annual CRC training to the following staff: • Agency Head • Administrators • Mid-level Managers • Frontline staff	☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No
2) New employee managers are informed of the CRC requirements and policies as part of their orientation program and in-service training.	☐ Yes ☐ No
3) New staff will receive training on the policies, along with instructions on the laws and regulations concerning equal opportunity in employment and service delivery.	☐ Yes ☐ No
4) Copies of the nondiscrimination laws and regulations are made available to staff.	☐ Yes ☐ No
5) Our agency sub-contracts USDA-FNS funds and it has developed or is planning to develop annual CRC training in compliance with FNS Instructions 113-1 for sub-recipients and their supervisors, managers, administrators, and frontline staff.	☐ Yes ☐ No
6) Although cultural awareness training is not required by civil rights statutes, we strongly encourage all entities to provide cultural awareness training to all employees about all relevant populations and cultures within your service area. It is important to provide culturally sensitive services to clients or applicants to avoid complaints that allege discrimination when clients are made to feel unwelcome. Our agency provides cultural awareness training in the following cultures: _____	☐ Yes ☐ No

If you responded "No" to a question above, you should be prepared to describe your plan for addressing these requirements, including target dates for completion of major milestones, upon request.

12. Self-Assessment

Our agency **annually** assesses and revises its service delivery, employment practices and language access according to the following procedures:

a. Conduct a self-assessment in consultation with interested persons or organizations. Modify any policies or practices that do not meet the standards for equal opportunity in employment or service delivery, and language access.	☐ Yes ☐ No
b. Take appropriate remedial steps to eliminate the effects of any discrimination or adverse impact that resulted from past policies or practices.	☐ Yes ☐ No
c. Maintain records of the assessment process, including the names of interested persons who were consulted, a description of the areas examined and any problems identified, and a description of remedial steps taken and/or modifications made. Make records available to state and federal monitoring staff upon request.	☐ Yes ☐ No
d. Review data on customers served within programs, services or activities, by racial and ethnic status, gender, age, disability status, in proportion to their representation in the eligible service area population, to determine that no person is excluded from participation, denied any benefits, or subjected to discrimination. Data analysis will include comparisons of applicants, eligible, non-eligible, persons terminated from service, and bilingual staff persons.	☐ Yes ☐ No
e. Monitor reasonable accommodation procedures for employees with disabilities.	☐ Yes ☐ No
f. Monitor and document the number of reasonable accommodations requests made by applicants and participants and accommodations provided.	☐ Yes ☐ No
g. Make improvements to facilities as reasonable and necessary, providing physical accessibility to persons with disabilities	☐ Yes ☐ No
h. Monitor the civil rights and equal employment opportunity compliance assurance of sub-grantees, sub-contractors and/or vendors on a biennial basis.	☐ Yes ☐ No
i. Assess the needs of members of the protected groups and measure the extent to which services are actually delivered to members of the protected classes in a culturally relevant and accessible manner.	☐ Yes ☐ No
j. Assess entity's representation of members that are protected classes, are participants on boards, councils, volunteers, and provided the opportunity to become sub-grantees where appropriate.	☐ Yes ☐ No
k. Maintain reports of providers, recipients, sub-recipients, and vendors' compliance and steps to achieve compliance.	☐ Yes ☐ No
l. Maintain reports of all complaints by name, address, date, protected basis, nature, and investigation status. These reports must be accessible during onsite visits or produced upon request.	☐ Yes ☐ No
m. Review data on customers served and service complaints, translator and interpreter providers and their quality of service, and training activities and LEP costs. Provide recommendations for improvement in future plans.	☐ Yes ☐ No
n. Coordinate with equal opportunity policies and related plans where language access relates to equal opportunity and service delivery.	☐ Yes ☐ No

If you responded "No" to a question above, you should be prepared to describe your plan for addressing these requirements, including target dates for completion of major milestones, upon request.

APPENDIX A RECIPIENT CONTACT INFORMATION AND SIGNATURE PAGE

Use this Form for both the CRC LOA and CRC Plan.

Name of Primary Recipient/Direct Vendor

Street Address

City

State

Zip Code

Recipient's or Vendor's Total Workforce:

Name of Equal Opportunity Coordinator

SIGNATURE - Equal Opportunity Coordinator

Date Signed

Telephone Number
() -

Email Address

Name of Limited English Proficiency (LEP) Coordinator

SIGNATURE - LEP Coordinator

Date Signed

Telephone Number
() -

Email Address

Name of Executive Director or Chief Executive Officer (CEO)

SIGNATURE - Executive Director or CEO

Date Signed

Telephone Number
() -

Email Address

Notes:

- **Be sure to show the names in print and have the form signed where indicated.**
- **Important:** Please provide email addresses as we may communicate policy updates and other program information to the recipient via email.
- Be sure to print their names and have them sign the form.

Instructions for completing Recipient Contact Information and Signature Page

- Fill in all the blanks on this form.
- Identify the name and address of the primary recipient, sub-recipient or vendor receiving federal or state financial assistance responsible for this CRC LOA document and the CRC Plan.
- All primary recipients, sub-recipients or vendors must designate and identify an Equal Opportunity Coordinator and a Limited English Proficiency (LEP) Coordinator.
- The Executive Director, President, or Chief Executive Officer's contact information must appear as listed in your contract.

APPENDIX B

FUNDING RELATIONSHIP TO DHS / DCF / DWD AND/OR ANOTHER ENTITY

- Completing this funding relationship section will assist each Office of Civil Rights to determine who the primary recipients, sub-recipients and vendors are and their funding relationship(s) with DCF, DHS or DWD.
- Primary recipients, sub-recipients and vendors often receive multiple contracts from the three Departments.
- Clarifying the multiple funding streams will help the State to identify mutually funded recipients as well as to determine jurisdictional authority, oversight and coordination between the Departments.

Please check as many as applicable

If you receive funding from more than one state department, submit your CRC LOA to the department that provides the largest amount of funds.		Contract or Program Name	Contract Amount (\$)
Our agency/entity has a direct contract, direct grant, funding agreement or purchase order (PO) with DCF	DCF ☐ Yes ☐ No	1.	
		2.	
		3.	
Our agency/entity has a direct contract, direct grant funding agreement or purchase order (PO), with DHS	DHS ☐ Yes ☐ No	1.	
		2.	
		3.	
Our agency/entity has a direct contract, direct grant, funding agreement, or purchase order (PO), with DWD	DWD ☐ Yes ☐ No	1.	
		2.	
		3.	
Our agency/entity has a direct contract, direct grant, funding agreement, or purchase order (PO), with County	COUNTY AGENCY ☐ Yes ☐ No	1.	
		2.	
		3.	
Our agency/entity has a sub-contract with (name of the agency(s))	☐ Yes ☐ No	1.	
		2.	
		3.	

Note: If you have more than three contracts, add a copy as an attachment

Instructions for Completing: Funding Relationship to the DCF, the DHS or the DWD

Fill in all the blanks on the above form

Single-Funded Recipient

If you answered “Yes” to **only one** of the three possible funding options above, the LOA should be submitted to the state department that was selected.

Mutually-Funded Recipient

If you answered “Yes” to **more than one** of the state agencies above, you are considered a Mutually-Funded Recipient. You should submit your CRC LOA to the state department that provides the largest amount of funds.

If you answered “Yes” to **any of the three** state agencies **and** your agency/entity also has a subcontract with a primary recipient of that state agency, you are also considered a Mutually-Funded Recipient. You should submit your CRC LOA to the state agency, not the primary recipients.

**APPENDIX C
FUNDED PROGRAMS CHECKLIST**

[Word Fillable version](#)

- Completing this Section will allow DCF, DHS or DWD to identify the types of program(s), contract(s) or grant(s) that the primary recipients, sub-recipients, mutually funded recipients or vendors are administering.
- The checklist is not an exhaustive list that identifies every possible grant program, contract, or agreement. For programs or funding sources not identified in the checklist, enter the name of the program, grant, or agreement in the section titled "Other specify."

Check the type of program or funding applicable to your contract(s).

USE this checklist for Department of Children and Families (DCF)

[Word Fillable version](#)

Check all the funded programs/services/activities administered with grants/contracts or other agreements received from Department of Children and Families (DCF)

☐ Adoption Assistance Program	☐ Milwaukee Child Welfare Program Service Provider
☐ Adoption Finalization and Post Adoption Services	☐ Promoting Safe and Stable Families
☐ Brighter Futures Initiative	☐ Refugee Assistance
☐ Child Abuse and Neglect - Child Protective Services	• Cash and Medical Assistance
☐ Child Abuse and Neglect – Prevention Services	• Immigrant Integration:
☐ Child Care Certification or Licensing	• Health Services
☐ Child Care Resource and Referral or Quality Improvement	• Mental Health
☐ Child Placing Agencies - Foster Care	• Older Refugee
☐ Children Residential Care Programs – RCCs and Group Homes	• Preventative Health
☐ Child Support	• Social Services
☐ Child Welfare Case Management Services	• Targeted Assistance, Employment & Training Program (TAP) Grant, Milwaukee (TAG) Formula
☐ Community Services Block Grant Services	☐ Runaway Youth Services
☐ Domestic Violence/Domestic Abuse Programs	☐ TANF Funded Services - Including Transitional Jobs and Children First
☐ Foster Care Payments	☐ Wisconsin Shares - Child Care Subsidy Program
☐ Home Visiting Services	☐ Wisconsin Works (W-2) Programs
☐ Independent Living	☐ Other: Specify
☐ Indian Child Welfare	
☐ Kinship Care Payments	

USE this checklist for Department Workforce Development (DWD)

[Word Fillable version](#)

Please check all funded programs/services/activities administered with grants/contracts or other agreements received from Department of Workforce Development (DWD):

☐ Other: Specify	☐ Other: Specify
---	---

USE this checklist for Department of Health Services (DHS)

Please check all the funded programs/services/activities administered with grant/contract or other agreements received from Department of Health Services (DHS):

☐ Adolescent Pregnancy Prevention and Intervention	☐ Mental Health - Comprehensive Community Services (CCS)
☐ Adult Protective Services	☐ Narcotic Treatment Services
☐ Aging and Disability Resource Center	☐ Nutrition and Physical Activity
☐ Autism Services	☐ Office for the Deaf and Hard of Hearing
☐ AIDS/HIV	☐ Office for the Blind and Visually Impaired
☐ Ambulance Services	☐ Oral Health
☐ AODA-Comprehensive Community Services	☐ Office of Independence and Employment
☐ Asbestos Certification	☐ Public Health Preparedness
☐ Asthma Program	☐ Pace/Wisconsin Partnership Program
☐ BadgerCare, BadgerCare-Plus, (Forward Health)	☐ Public Health Emergency Preparedness program
☐ Birth to 3 Program	☐ Resource Center Development
☐ Cancer-Comprehensive/Cancer Control Plan	☐ SeniorCare
☐ Cardiovascular Health	☐ Senior Community Services Employment Program
☐ Children and Youth With Special Health Care Needs	☐ Senior Farmer's Market Nutrition Program
☐ Childhood Lead Poisoning Prevention	☐ Services for Children with Disabilities
☐ Community Support Programs (CSP)	☐ Sexually Transmitted Diseases Program
☐ Commodity Supplement Food Program	☐ Sexual Assault
☐ Developmental Disability Services	☐ State Grants to Community Health Centers
☐ Disability Determination (SSI/SSDI)	☐ Strategic Prevention Framework- State Incentive Grant (SPF-SIG)
☐ Developmental Disability	☐ Strengthening Treatment Access and Retention
☐ Emergency Medical Services and Injury Prevention	☐ Substance Abuse Prevention Services Information System (SAPSIS)
☐ Environmental Health	☐ Temporary Emergency Food Assistance Program (TEFAP).
☐ Family and Community Health	☐ Tobacco Control Programs
☐ Family Care	☐ Tuberculosis ☐ Refugee Health
☐ Family Support	☐ Well Women Programs
☐ FoodShare Program	☐ WIC Farmer's Market Nutrition Program
☐ Food Stamp Employment and Training (FSET)	☐ Wisconsin CHANGE for Healthy Communities
☐ Food Safety and Recreational Licensing	☐ Wisconsin UPC
☐ Foster Care Medical Home	☐ Wisconsin Comprehensive Cancer Control Program
☐ Health Statistics	☐ Wisconsin Collaborative Diabetes Quality Improvement Project
☐ Immunizations	☐ WisTech Assistive Technology Programs
☐ Injury Prevention	☐ Women Program
☐ Integrated Service Project (CST-ISP)	☐ Wisconsin Music and Memory Initiative
☐ Intoxicated Drive Program (IDP)	☐ Wisconsin Hospital Emergency Preparedness Program
☐ IRIS	☐ Other: Specify
☐ Maternal and Child Health	
☐ Minority Health	
☐ Medicaid – HMO	
☐ Medicaid Fee for Services Provider	

Note: The checklist is not an exhaustive list of programs funded through the DCF, DHS or DWD with U.S. DHHS and USDA-FNS grants for programs, services or activities. If the funded program, grant or service agreement is not listed, enter the name in the appropriate "Other: Specify" space to specify the type of program, grant or funding agreement administered by the agency/entity.

APPENDIX D

EQUAL OPPORTUNITY IN EMPLOYMENT AND SERVICE DELIVERY POLICY STATEMENT

It is the policy of _____ (Organization Name) to comply with the equal opportunity policy and standards of the Wisconsin Department of Children and Families, the Department of Health Services and the Department of Workforce Development and all applicable state and federal statutes and regulations relating to nondiscrimination in employment and service delivery.

EMPLOYMENT¹

No otherwise qualified person shall be excluded from employment, be denied the benefits of employment or otherwise be subject to discrimination in employment in any manner on the basis of age (over 40), race, religion, color, sex, national origin or ancestry, disability or association with a person with a disability, arrest record, conviction record, sexual orientation, marital status, pregnancy or childbirth, military participation, genetic testing, submitting to honesty testing, or use or nonuse of lawful products off the employers premises during non-working hours. Employees may not be harassed in the workplace based on their protected status nor retaliated against for filing a complaint, for assisting with a complaint, or for opposing discrimination in the workplace.

All employees are expected to support goals and programmatic activities relating to nondiscrimination in employment.

SERVICE DELIVERY

No otherwise qualified applicant for service or program participant shall be excluded from participation, be denied benefits, or otherwise be subject to discrimination in any manner on the basis of race, color, national origin, age, sex, sexual identity, sexual orientation, religion, political beliefs or disability. No employee or other person shall intimidate, threaten, coerce, or discriminate against any otherwise qualified individual for the purpose of interfering with any right or privilege secured under one of the applicable civil rights laws, or because they have made a complaint, testified, assisted, or participated in any manner in an investigation, proceeding or hearing under one of the applicable civil rights laws. Program access for persons with disabilities is covered in the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973 as amended. Political belief or affiliation is protected under the Food Stamp Act of 1997 and the Workforce Investment Act of 1998. This policy covers eligibility for access to service delivery, and to treatment in all of the programs, services and activities. All employees are expected to support the goals and programmatic activities relating to nondiscrimination in service delivery.

The Federal Health Care Provider Conscience Protection Laws prohibit recipients of certain federal financial assistance from discrimination against health care providers because of the provider's refusal or willingness to participate in sterilization procedures or abortions contrary to or consistent with the provider's religious beliefs or moral convictions. This protection applies to both employment and service delivery.

To assist us in complying with all applicable equal opportunity rules, regulations and guidelines, I have appointed (Mr./Ms.) _____ Phone () - _____ as Equal Opportunity Coordinator. You are encouraged to discuss any perceived discrimination problems in employment or service delivery with him/her. Information about discrimination complaint resolution process is available to you upon request.

SIGNATURE - Executive Director or Chief Executive Officer	Date Signed
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¹ Exceptions: Under Section 702(a) of Title VII, 42 U.S.C. § 2000e-1(a), religious organizations are permitted to give employment preference to members of their own religion. The exception applies only to those institutions whose "purpose and character are primarily religious."

Under Indian Preference status, Wisconsin Tribes are exempt from complying with specific employment civil rights laws.

APPENDIX E

EQUAL OPPORTUNITY IN EMPLOYMENT AND SERVICE DELIVERY STATEMENT

**U.S. DEPARTMENT OF AGRICULTURE – FOOD NUTRITION SERVICES
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
PUBLIC NOTICE POSTING – LOBBIES & WAITING ROOMS**

The (Name of the County Department of Health and Human or Social Services, I.M. Consortia) is an equal opportunity employer and service provider. If you need special assistance to access this material in an alternate format or need it to be translated to a different language, please call - - (Voice); or if you are deaf and/or hard of hearing, call us through Wisconsin Relay at 711 or - - (TTY/TDD).

This institution is prohibited from discriminating on the basis of race, color, national origin, disability age, sex, gender identity, sexual orientation and, in some cases, religion and political beliefs.

The U.S. Department of Health and Human Services (HHS) and Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the basis of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. **(Not all prohibited bases will apply to all programs and/or employment activities.)**

The Federal Health Care Provider Conscience Protection Laws prohibit recipients of certain federal financial assistance from discrimination against health care providers because of the provider's refusal or willingness to participate in sterilization procedures or abortions contrary to or consistent with the provider's religious beliefs or moral convictions. These protections apply to employment and service delivery.

For information regarding the Supplemental Nutrition Assistance Program (SNAP), contact the USDA SNAP Hotline Number at 800-221-5689, or click on the [State information /Hotline Number](#). Click on the link for a listing of the Wisconsin Income Maintenance (IM) Consortia's Call Center number for your area or county and/or local tribal contact numbers: [Wisconsin IM Consortia](#).

If you wish to file a Civil Rights Program complaint of discrimination with USDA, complete the [USDA Program Discrimination Complaint form](#), found online at http://www.ascr.usda.gov/complaint_filing_cust.html or at any USDA office, or call 866-632-9992, to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to USDA at:

U.S. Department of Agriculture
Director, Office of Adjudication
1400 Independence Avenue, S.W.
Washington D.C. 20250-9410
202-690-7442 (fax) or email at program.intake@usda.gov

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Services at 800-877-8339; or 800-845-6163 (Spanish).

To file a complaint of discrimination regarding a program receiving federal financial assistance through the U.S. Department of Health and Human Services (HHS), write:

HHS Director, Office of Civil Rights
200 Independence Avenue, S.W.
Room 509-F, HHH Building
Washington, D.C. 20201
Toll free 800-368-1019 or 800-537-7697 (TDD)

Complaints can also be directed to:
HHS Office for Civil Rights-Region V
233 N. Michigan Avenue, Suite 240
Chicago, IL 60601
Toll free 800-368-1019, 315-353-5693 (TDD), or 312-886-1807 (Fax)

DHS, USDA and HHS are equal opportunity service providers and employers.

You may also file a formal discrimination complaint with the Department of Health Services (DHS). Any consumer that receives services and benefits funded by the HHS or USDA may file a civil rights complaint by contacting Wisconsin DHS, Office of Affirmative Action and Civil Rights Compliance (AA/CRC). To file a complaint, write to:

Civil Rights Compliance Officer
P.O. Box 7850
1 West Wilson Street, Room 656
Madison, WI 53707-7850
608-266-9372 (Voice), 608-266-0583 (Fax)
Wisconsin Relay Services 711 or by dialing 1-888-701-1251 (TTY)

To assist us in complying with all applicable equal opportunity rules, regulations and guidelines, I have appointed

(Mr./Ms.) _____ Phone: - -
as Equal Opportunity Coordinator. You are encouraged to discuss any perceived discrimination problems in employment or service delivery with him/her. Information about the discrimination complaint resolution process is available to you upon request.

SIGNATURE - Executive Director or Chief Executive Officer	Date Signed
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APPENDIX F EQUAL OPPORTUNITY IN EMPLOYMENT AND SERVICE DELIVERY STATEMENT

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES DEPARTMENT OF HEALTH SERVICES FUNDED PROGRAMS

HEALTH CARE FACILITIES AND HEALTH CARE PROVIDERS

(Recipient's Name Here) is an equal opportunity employer and service provider. If you need special assistance to access this material in an alternate format or need it to be translated to a different language, please call - - - (Voice); or if you are deaf and/or hard of hearing, call us through Wisconsin Relay at 711 or - - - (TTY/TDD).

This institution is prohibited from discriminating on the basis of race, color, national origin, disability age, sex, gender identity, sexual orientation or religion. The Federal Health Care Provider Conscience Protection Laws prohibit recipients of certain HHS federal financial assistance from discriminating against certain health care providers because of the provider's refusal or willingness to participate in sterilization procedures or abortions contrary to or consistent with the provider's beliefs or moral convictions. These prohibitions apply to employment and service delivery.

If you feel that someone or this institution has discriminated against you based on a protected basis, you may file an informal discrimination complaint with (Name of the Entity), Equal Opportunity Coordinator.

To assist us in complying with all applicable equal opportunity rules, regulations, and guidelines, we have appointed Mr./Ms. _____, (telephone: - - -) as Equal Opportunity Coordinator. You are encouraged to discuss any perceived discrimination problems in employment or service delivery with him/her.

You may also file a formal discrimination complaint with the Department of Health Services (DHS). Any consumer that receives services and benefits funded by the HHS or USDA may file a civil rights complaint by contacting Wisconsin DHS, Office of Affirmative Action and Civil Rights Compliance (AA/CRC). To file a complaint, write:

Civil Rights Compliance Officer
P.O. Box 7850
1 West Wilson Street, Room 656
Madison, WI 53707-7850
608-266-9372 (Voice), 608-266-0583 (Fax)
Wisconsin Relay Services 711 or 1-888-701-1251 (TTY)

Anyone can file written complaints with the Office of Civil Rights. It is recommended that you use the [Civil Rights Discrimination Complaint Form Package](#). You can also request a copy of this form from an [OCR regional office](#). If you need help filing a complaint or have a question about the complaint or consent forms, please email OCR at OCRAMail@hhs.gov.

OR

To file a complaint of discrimination regarding any program receiving federal financial assistance through the U.S. Department of Health and Human Services (HHS), write:

HHS Director, Office of Civil Rights
200 Independence Avenue, S.W.,
Room 509-F, HHH Building
Washington, D.C. 20301 or
Toll Free 800-368-1019 or 800-537-7697 (TDD)

Complaints can also be directed to:
HHS Office for Civil Rights-Region V
233 N. Michigan Avenue, Suite 240
Chicago, IL 60601
Toll Free 800-368-1019
800-537-7697 (TDD)
312-886-1807 (Fax)

Federal Health Care Provider Conscience Protection Laws complaints must be filed at the Federal level with the HHS Office for Civil Rights (OCR).

We recommend that you use the Civil Rights Discrimination Complaint Form Package, which can be found on the federal website at <http://www.hhs.gov/ocr/civilrights/complaints/discrimhowtofile.pdf>. However, you also may file a complaint by mail, fax or email. If you need help filing a complaint, please email HHS OCR at OCRMail@hhs.gov.

For further information, contact:
Director, Office for Civil Rights
U.S. Department of Health and Human Services
200 Independence Avenue, SW - Room 506-F
Washington, D.C. 20201
Toll Free 1-800-368-1019, 1-800-537-7697 (TDD)
Email: OCRMail@hhs.gov
Website: <http://www.hhs.gov/ocr>

(Name of Entity), DHS, and HHS are equal opportunity service providers and employers.

**APPENDIX G: USDA-FNS EMPLOYMENT AND SERVICE DELIVERY STATEMENT
FOR
SNAP/FOODSHARE, WIC, TEFAP AND FSET PROGRAM RECIPIENTS
WEBSITES OR WEBPAGES STATEMENT**

The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. **(Not all prohibited bases will apply to all programs and/or employment activities).**

If you wish to file a Civil Rights Program complaint of discrimination, complete the [USDA Program Discrimination Compliant Form](#) found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail:

U.S. Department of Agriculture
Director, Office of Adjudication
1400 Independence Avenue, S.W.
Washington D.C., 20250-9410
202-690-7442 (Fax) or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at 800-877-8339 or 800-845-6136 (Spanish)

For any other information dealing with Supplemental Nutrition Assistance Program (SNAP) issues, persons should either contact the USDA SNAP Hotline Number at 800-221-5689, which is also in Spanish, or call the [State Information/Hotline Numbers](#) (click the link for a listing of hotline numbers by State) found online at http://www.fns.usda.gov/snap/contact_info/hotlines.htm

USDA is an equal opportunity provider and employer.

APPENDIX H

The (Organization Name)

is committed to provide equal opportunity in all programs, services and activities to persons with limited English proficiency (LEP). Program access for LEP persons is covered in Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of national origin; these protections are further affirmed in Executive Order 13166. Services include providing written translation and oral interpretation, free of cost, to LEP persons to ensure meaningful, accurate, and equal access to programs, benefits, and activities.

It is the policy of _____ (Organization Name)

to discourage the use of family members or friends as interpreters because this may violate the person's privacy and disclose sensitive and confidential information. It is our policy to inform all LEP customers of the right to free language assistance/interpreter services at no cost to the LEP customer. LEP customers who decline such services and request the use of a family member or friend will be asked to sign a Release acknowledging that this practice could result in a breach of confidentiality and he/she will not hold the agency responsible for any inaccurate translation or miscommunication.

This organization prohibits the use of minor children (18 years of age or younger) as an interpreter and will not allow minor children to interpret under any circumstances.

This agency monitors its changing demographics and population trends on an annual basis, to ensure awareness of the changing demographics and language needs in our service area.

All sub-recipients contracting with this agency are required to comply with the LEP policies requirements.

To assist us in complying with all applicable limited English proficiency rules, regulations and guidelines, I have appointed.

(Mr./Ms.) _____ Phone: - -
as Limited English Proficiency Coordinator. LEP customers are encouraged to ask for language assistance or discuss any perceived discrimination problems with him/her. Information about discrimination complaint resolution process is available to you upon request.

SIGNATURE - Executive Director or Chief Executive Officer

Date Signed

APPENDIX I

SERVICE DELIVERY OR EMPLOYMENT DISCRIMINATION COMPLAINT

Children and Families
DCF-F-156-E

Health Services
F-00166

Workforce Development
DETS-16707-E (R. 10/2009)

If you need help completing this form please contact:

Name - Equal Opportunity Coordinator	Phone (Voice) - -	Phone (TDD) - -
Name of Complainant	Phone - -	
Address (number, street, city, state, zip code)		

Basis for Service Delivery or Employment Discrimination Complaint: In service delivery, discrimination is prohibited on the following basis: age, color, disability, national origin, religion, political belief or affiliation, marital status, familial or parental status, race, sex, gender identity, sexual orientation, genetic testing, or all or part of an individual's income is derived from any public assistance program, retaliation for filing a complaint, or for assisting with a complaint, opposing discrimination in a program, service or activity conducted or funded with federal assistance.

Employment discrimination is prohibited on the basis of: age (over 40), national origin or ancestry, arrest record, conviction record, color, creed or religion, disability or association with a person with a disability, genetic testing, honesty testing, marital status, pregnancy or childbirth, military service, race, sex, sexual orientation, use or non-use of lawful products off the employer's premises during non-working hours. Employees may not be harassed in the workplace based on their protected status nor retaliated against for filing a complaint, for assisting with a complaint, or for opposing discrimination in the workplace. The Federal Health Care Provider Conscience Protection Laws prohibit recipients of certain federal financial assistance from discrimination against health care providers because of the provider's refusal or willingness to participate in sterilization procedures or abortions contrary to or consistent with the provider's religious beliefs or moral convictions. These protections apply to employment and service delivery; however, not all prohibited bases will apply to all programs and/or employment activities.

Name of the Agency and/or Employee or Employer Against Whom the Complaint is Filed.

Describe the action or treatment that you think was discriminatory. Include information about who, what, when, where, how, why, and the names, addresses and phone numbers of any witnesses, if you know them. Please be specific about the date of the last incident. You may write this on another sheet of paper if you need more room. In the space below, please say how many pages are attached, if you need to add pages.

Description of the Relief or Satisfaction you Want:

SIGNATURE - Complainant or Complainant Representative

Date Signed (mm/dd/yyyy)

APPENDIX I cont'd
HOW TO FILE AN EMPLOYMENT OR SERVICE DELIVERY DISCRIMINATION COMPLAINT

The information below is to be completed by the person at the agency who receives your complaint, looks into it and responds to you.

Informal Complaint

Date Received	Received By	Title
---------------	-------------	-------

Agency

Actions and Individual(s) to be Investigated:

Findings (Must be completed within 30 days):

Action Taken:

Further Action Required? ☐ Yes ☐ No

If yes, what action is recommended?

Children and Families
DCF-F-156-E

Health Services
F-00166

Workforce Development
DETS-16707-E

APPENDIX I cont'd
HOW TO FILE AN EMPLOYMENT OR SERVICE DELIVERY DISCRIMINATION COMPLAINT

Instructions for Completing Employment or Service Delivery Discrimination Complaint

If you feel that you have been treated differently because of your age, race, religion, color, sex, national origin or ancestry, disability or association with a person with a disability, arrest or conviction record, sexual orientation, marital status or pregnancy, political belief or affiliation, military participation, or use or nonuse of lawful products off the employer's or service provider's premises during non-working hours, you may file a complaint. If you were wrongfully denied services, or if the treatment you received was separate or different from others, or if the program was not accessible to you, it may be discrimination.

IMPORTANT: If your application for service was not taken or you were told you were not eligible for a particular program, BUT you feel you are eligible, ask the provider for a pamphlet that explains how to request a local agency appeal process or State administrative hearing review. Your right to appeal a decision or to request a State administrative hearing does not need to be connected to a discrimination complaint.

You may file an informal discrimination complaint with your employer or service provider, or you may file a formal discrimination complaint with a state or federal agency. Complaints alleging discrimination on the basis of age in programs funded by the U.S. Department of Agriculture, Food and Nutrition Services (USDA-FNS) must be filed directly with USDA Office of Adjudication, 1400 Independence Avenue, S.W., Washington D.C. This complaint will be forwarded to the appropriate FNS Regional OCR within five (5) working days after receipt. No one may threaten or harass you for making a complaint. No one may threaten or harass your witnesses because they are willing to say what they saw, heard or experienced. Complaints filed under The Federal Health Care Provider Conscience Protection Laws must be filed directly with HHS Office of Civil Rights.

All formal complaints must be filed within 180 days of the event or treatment you feel was discrimination. However, you should file the complaint as soon as possible after the action took place. IF you file an informal complaint and you are not satisfied with the resolution, you can still file a formal complaint as long as you do it within the filing time frame. Do not wait until after the filing deadline to get an answer to the informal complaint if you plan to make a formal complaint.

To file an informal discrimination complaint with your provider or employer, request a discrimination complaint form by calling the Equal Opportunity Coordinator at - - or TDD - - .

Send the completed form back to your provider's Equal Opportunity Coordinator. His/her name should be on this form.

If you wish to file a formal discrimination complaint, you may send the completed complaint form directly to the appropriate state or federal agency listed on the following pages. Include a letter stating that you are making a formal complaint to their agency as the funding source. Staff of the state or federal agency will provide the results to you within 90 days.

APPENDIX I cont'd

HOW TO FILE AN EMPLOYMENT OR SERVICE DELIVERY DISCRIMINATION COMPLAINT

File formal discrimination complaints about these services with the state agency listed below.

PROGRAM	STATE AGENCY
Wisconsin (WI) Works (W-2), (W-2) Transitions, Temporary Assistance to Needy Families (TANF), Brighter Futures Initiative, Child Support, Early Care and Education, Child Care and Day Care Certification Programs, Child Welfare, Milwaukee Child Welfare and Integration Programs, Emergency Assistance, Families and Economic Security, Community Service Jobs, Job Access Loans, Adoption and Foster Care Programs, Safety and Permanence Programs (Out-of-Home Care, Safety and Well Being, Program Integrity), Child Placement Services, Child Abuse and Neglect, Protective Services, Kinship Care, Domestic Abuse/Domestic Violence Programs, and other programs administered by the WI Department of Children and Families. Refugee and Immigrant Services (Social Services, Older Refugee, Family Strengthening, Health Services, Preventative Health Services, Mental Health, Refugee Cash and Medical Assistance)	WI Department of Children and Families 201 E. Washington Ave, Second Floor P.O. Box 8916 Madison, WI 53708-8916 Voice: 608-266-5335 TTY: 800-864-4585
Medical Assistance Services, Medicaid, BadgerCare Plus, FoodShare (formerly Food Stamps Program in WI), TEFAP, SeniorCare, Community Aid, Long Term Care, Mental Health and Substance Abuse, Services to the Deaf and Hard of Hearing, Blind and Visually Impaired and Persons with Disabilities, Family Care, Public Health Services, Community Health Center Programs, WIC (Women, Infants and Children), and other programs administered by the WI Department of Health Services.	WI Department of Health Services Office of Affirmative Action and Civil Rights Compliance 1 W. Wilson, Room 656 P.O. Box 7850 Madison, WI 53707 608-266-9372 (Voice) 608-266-0583 (Fax) 888-701-1251 (TTY) or Wisconsin Relay 711
Wisconsin Workforce Investment Act, and other programs administered by the Wisconsin Department of Workforce Development.	WI Department of Workforce Development ATTN: Equal Opportunity Officer 201 E. Washington Ave, Room G100 P.O. Box 7972 Madison, WI 53707-7972 Voice: 608-266-6889; TDD: 866-275-1165
Unsubsidized and Trial Jobs Complaints. Any employment condition as an employee of DCF, DHS and/or DWD funded entities and their subcontractors.	Equal Rights Office P.O. Box 8928 Madison, WI 53708 Telephone: 608-266-6860; TDD: 608-264-8752 Equal Rights Office 819 North Sixth Street, Room 255 Milwaukee, WI 53203 Telephone: 414-227-4384; TDD: 414-227-4081 U.S. Equal Employment Opportunity Commission Reuss Federal Plaza 310 West Wisconsin Avenue, Suite 800 Milwaukee, WI 53203-2292 Phone: 800-669-4000 Fax: 414-297-4133; TTY: 800-669-6820 Milwaukee District Office U.S. Dept. of Labor, OFCCP Federal Building 310 West Wisconsin Avenue, Suite 1115 Milwaukee, WI 53203 Phone: 414-297-3821; Fax: 414-297-4038

APPENDIX I cont'd
HOW TO FILE AN EMPLOYMENT OR SERVICE DELIVERY DISCRIMINATION COMPLAINT

You also have the right to file a formal complaint with a federal agency listed below.

PROGRAM	FEDERAL AGENCY
Formal Discrimination Complaint about any of the above services administered by the Wisconsin Department of Health Services. Formal Discrimination Complaints filed based on the Federal Health Care Providers Conscience Protection Law.	Office for Civil Rights U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 800-368-1019 (toll free) 800-537-7697 (TDD toll free) U.S. Dept. of Health and Human Services Office for Civil Rights Region V 233 N. Michigan Ave., Suite 240 Chicago, IL 60601 800-368-1019 (toll free) 312-886-1807 (Fax) 800-537-7697 (TDD)
Formal Discrimination Complaint about any program receiving federal assistance.	Coordination and Review Section - NWB Civil Rights Division U.S. Department of Justice 950 Pennsylvania Avenue, NW Washington, D.C. 20530 888-848-5306 - English and Spanish (ingles y español) 202-307-2222 (voice) 202-307-2678 (TDD) Title VI Hotline: 1-888-TITLE-06 (1-888-848-5306) (Voice/TDD) Disability Complaints: U.S. Department of Justice Civil Rights Division 950 Pennsylvania Avenue, NW Disability Rights Section - NYAV Washington, DC 20530 800-514-0301 (voice) 800-514-0383 (TTY) (also in Spanish)
If you wish to file a Civil Rights Program Complaint of Discrimination with USDA for the Supplemental Nutrition Assistance Program (SNAP) (formerly known as the Food Stamp Program at the federal level), FoodShare (formerly known as the Food Stamps in Wisconsin), WIC, TEFAP and the Food Stamp Employment and Training (FSET) Program, complete the USDA Program Discrimination Complaint, found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 623-9992 to request a form.	U.S. Department of Agriculture, Director, Office of Adjudication 1400 Independence Avenue, SW Washington, D.C. 20250-9410 (866) 632-9992 (request form) Email: program.intake@usda.gov 800-877-8339 (Federal Relay Services) 800-845-6136 (Spanish)

APPENDIX J
COMPLAINT CONSENT / RELEASE

Word Fillable version

Children and Families
DCF-F-157

Health Services
F-00167

Workforce Development
DETS-16708-E

Complainant's Name			Date (mm/dd/yyyy)	
Address		City	State	Zip Code
Telephone Number - -	Cell Phone Number - -	Email Address		

Program(s) for which this Consent/Release form applies

Please read the information below, initial the appropriate space, sign and date this form.

I have read the Notice of Investigatory Uses of Personal Information by DCF, DHS or DWD. As a complainant, I understand that in the course of a preliminary inquiry or investigation, it may become necessary for DCF, DHS or DWD to reveal my identity to persons at the organization or institution under investigation. I am also aware of the obligations of DCF, DHS or DWD to honor requests under the Freedom of Information Act. I understand that it might be necessary for DCF, DHS or DWD to disclose information, including personally identifying details, which it has gathered as a part of its preliminary inquiry or investigation of my complaint. In addition, I understand that, as a complainant, I am protected by federal regulations from intimidation or retaliation for having taken action or participated in an action to secure rights protected by nondiscrimination statutes enforced by the federal government.

CONSENT / RELEASE

CONSENT GRANTED - I have read and understand the above information and authorize DCF, DHS or DWD to reveal my identity to persons at the organization or institution under investigation and to other federal agencies that provide federal financial assistance to the organization or institution or also have civil rights compliance oversight responsibilities that cover that organization or institution. I hereby authorize DCF, DHS or DWD to receive material and information about me pertinent to the investigation of my complaint. This release includes, but is not limited to, applications, case files, personal records, and/or medical records. I understand that the material and information will be used for authorized civil rights compliance and enforcement activities. I further understand that I am not required to authorize this release, and I do so voluntarily. Place your Initials on this line if you give consent: _____ **(Initials)**.

CONSENT DENIED - I have read and understand the information and do not want DCF, DHS or DWD to reveal my identity to the organization or institution under investigation, or to review, receive copies of, or discuss material and consent information about me, pertinent to the investigation of my complaint. I understand that this is likely to make the investigation of my complaint and getting all the facts more difficult and, in some cases, impossible, and may result in the investigation being closed. Place your Initials on this line if you do not give consent: _____ **(Initials)**.

SIGNATURE - Complainant or Complainant Representative	Date Signed (mm/dd/yyyy)
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APPENDIX K ACRONYMS

Initial	Term	Initial	Term
AA	Affirmative Action	FBO	Faith Based Organization
AAP	Affirmative Action Plan	FMCS	Federal Mediation and Conciliation Services
ADA	American with Disabilities Act of 1990	FMNP	Farmers' Market Nutrition Program
ADAAG	ADA Accessible Guidelines	FOCC	Federal Office of Contract Compliance
CBO	Community Based Organization	FS	FoodShare (Formerly Food Stamps)
CEO	Chief Executive Officer	FSET	FoodShare Employment and Training
CRC	Civil Rights Compliance	LEP	Limited English Proficiency
CSPA	Customer Service Population Analysis	LEPC	Limited English Proficiency Coordinator
DCF	Wisconsin Department of Children and Families	LOA	Letter of Assurance
DET	DWD Division of Employment and Training	MAAs	Mutual Assistance Associations
DHS	Wisconsin Department of Health Services	ROCR	Regional Office for Civil Rights
DHHS	U.S. Department of Health and Human Services	OMB	Office of Management and Budget
DOA	Wisconsin Department of Administration	PRWORA	Personal Responsibility and Work Reconciliation Act
DOE	US Department of Education	SSN	Social Security Number
DOJ	U.S. Department of Justice	SNAP	Supplemental Nutrition Assistance Program (Formerly known as the Federal Food Stamp Program)
DOL	U.S. Department of Labor	TDD	Telecommunications Device for the Deaf
DPI	Wisconsin Department of Public Instruction	TEFAP	The Emergency Food Assistance Program
DWD	Wisconsin Department of Workforce Development	TTY	Teletypewriter
EEOC	Equal Employment Opportunity Commission	USDA-FNS	U.S. Department of Agriculture-Food and Nutrition Service
EOC	Equal Opportunity Coordinator	WIC	Women, Infants and Children Program
		WOCC	Wisconsin Office of Contract Compliance

Updated 09/2013

APPENDIX L

THE WISCONSIN PROGRAMS AND SERVICES ACCESS SELF-ASSESSMENT CHECKLIST

NOTE: Images are linked to definitions located elsewhere in Appendix I. To jump to an image definition, hold down the ctrl key, while clicking on the image.

INTRODUCTION

Section 504 of The Rehabilitation Act of 1973, as amended, (29 U.S.C. 794), HHS 45 [C.F.R. Part 84](#) provide much broader protections than any disability law that came before it. The Rehabilitation Act makes it illegal for the federal government, federal contractors, and their sub-recipients that receive federal financial assistance to discriminate on the basis of disability. Section 504 obligates state and local governments and their sub-recipients to ensure that persons with disabilities have equal access to any programs, services, or activities receiving federal financial assistance. State and local governments and their sub-recipients must also insure that their employment practices do not discriminate on the basis of disability.

The Americans with Disabilities Act (ADA) of 1990 is built upon the foundation previously laid by the Rehabilitation Act. It uses as its model Section 504 definition of disability and then goes further. While Section 504 apply to entities receiving federal financial assistance only, the ADA covers all state and local governments, their federally funded recipients and sub-recipients; the law also applies to private businesses that meet the ADA's definition of "public accommodation" (examples: restaurants, hotels, movie theaters, and doctors' offices, hospitals, social service agencies, and schools), commercial facilities (examples: office buildings, factories, and warehouses), and many other private employers.

Title II is the section specifically applicable to "public entities" (state and local governments) and to the programs, services, and activities they administer. The Department of Justice (DOJ), through its Civil Rights Division (CRD), and the U.S. Department of Health and Human Services (DHHS), through its Office of Civil Rights (OCR), are the key agencies responsible for enforcing Title II and for coordinating with other federal agencies' enforcement activities under Title II. The DOJ has the ability

to enforce the employment provisions of Title I of the ADA through the U.S. Equal Employment Opportunity Commission (EEOC), as they pertain to state and local government employees. DOJ is the only federal entity with the authority to initiate ADA litigation against state and local governments for employment violations under Title I of the ADA and for all violations under Title II of the ADA.

[Title II regulations for state and local governments](#) are found at Title 28, Code of Federal Regulations Part 35 (abbreviated as 28 CFR pt. 35). The ADA Standards for Accessible Design are located in Appendix (A) of Title 28, Code of Federal Regulations, Part, 36 (abbreviated as 28 CFR pt. 36 app. A).

[Title III regulations prohibits discrimination on the basis of disability in “places of public accommodation”](#) (businesses and non-profit agencies that serve the public) and “commercial facilities” (other businesses). The regulation includes Appendix (A) to Part, 36 - Standards for Accessible Design establishing minimum standards for ensuring accessibility when designing and constructing a new facility or altering an existing facility.

PURPOSE

Section 504 of the Rehabilitation Act of 1973 and the ADA of 1990 require recipients to complete a self-assessment of their programs, services and physical accessibility to the facilities by persons with disabilities. The self-assessment must be conducted with the assistance of interested persons, including disabled persons and/or organizations representing disabled persons. All federally assisted recipients and sub-recipients must review their current policies and practices and the effects thereof that do not or may not meet the requirements of Section 504. Recipients and sub-recipients must modify and take remedial steps to eliminate the effects of any discrimination that resulted from adherence to existing policies and practices after consultation with interested persons, including disabled persons and/or organizations representing disabled persons.

Public entities that employ 50 or more employees must retain a copy of the self-assessment for a period of three years. Public entities with less than 50 employees are not required to retain their self-assessment by federal law; however, DHS, DCF and DWD encourage all entities to retain a copy of the self-assessment if one was conducted in the previous compliance period as evidence of the public entity's good faith efforts to comply with Title II requirements. Title II self-assessment requirements apply only to those policies and practices that previously had not been included in a self-assessment required under Section 504 if a previous Section 504 self-assessment was conducted. Since Section 504 self-assessment might have been done many years ago, DHS, DCF and DWD expects that many public entities will have to re-examine all their policies and practices. Programs and functions may have changed significantly since the Section 504 self-assessment was last completed. Actions that were taken to comply with Section 504 may not have been implemented fully or may no longer be effective.

In addition, Section 504 coverage was changed by statutory amendment by the Civil Rights Restoration Act of 1987, which expanded the definition of a covered “program or activity.” Public entities need to ensure that all programs, activities, and services are examined fully, except where there is evidence that all policies were previously scrutinized when they last conducted a Section 504 self-assessment. Public entities are not required to take actions that would result in undue financial and administrative burdens. They are, however, required to make reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination, unless they can demonstrate that doing so would fundamentally alter the nature of the service, program, or activity being provided.

Similarly, entities considered to be public accommodations must also conduct a self-assessment to comply with specific requirements related to architectural standards for new and altered buildings. They are expected to make modifications to policies, practices, and procedures; providing effective communication to people with hearing, vision, or speech disabilities; and other access requirements. Public accommodations entities may have to remove barriers in existing buildings where it is easy to do so without much expense, given the public accommodation's resources. Under the ADA, public

accommodations and other places of lodging designed or constructed after January 26, 1993, must be usable by persons with disabilities.

The following self-assessment checklists are being provided to help local government programs, and public accommodation entities receiving federal assistance to comply with these laws.

A self-assessment must be conducted “with the assistance of interested persons, including disabled persons or organizations representing disabled persons in order for it to be acceptable(45 C.F.R. § 84.6(c)). We recommend entities seek the assistance of persons with disabilities or organizations that represent persons with disabilities to assist with the internal self-assessment to insure that knowledgeable persons who have major disabilities such as visual, hearing, mobility, and mental impairments, interests and concerns are addressed.

The self-assessment must identify the interested persons who have assisted in the process, the areas examined, the programs identified and the modifications made and/or remedial steps taken to correct the problems identified.

ACCESS ELEMENT		Suggested Modifications or Remedial Steps Taken
1. Has your entity completed a self-assessment of its policies and practices to determine compliance with: • Section 504 • Title II of the ADA (State & Local Governments) • Title III of the ADA (Entities considered to be Public Accommodations)	☐ Yes ☐ No	
2. If your entity previously completed a self-assessment that is less than three years old, you may not have to conduct another self-assessment. Provide a copy of the complete self-assessment to the CRC monitoring team at the time of your onsite monitoring visit. Check which type of self-assessment checklist was used to assess your programs, services and your entity: ☐ Section 504 of the Rehabilitation Act of 1973 ☐ Title II of the ADA (State, County and local Municipalities) ☐ Title III of the ADA (Entities covered under Public Accommodations) ☐ Other: <u>Specify</u>	Date self-assessment completed _____	
3. Entities with fewer than 15 employees are not required to complete a full self-assessment but must describe and keep on file a description of the process used to evaluate the covered entity's accessibility to programs, services, activities and buildings. Description of the self-assessment process must include the following: • A list of disabled persons or other interested persons consulted. • A brief description of the policies, practices and structural issues examined. • A brief description of the problems identified, modifications made or remedial steps taken.		
a. Entities that employ 15 or more persons must designate at least one person to coordinate its efforts to comply with Section 504 and the ADA. The Equal Opportunity Coordinator	Name of Equal Opportunity Coordinator _____	

ACCESS ELEMENT		Suggested Modifications or Remedial Steps Taken
may serve this purpose when Section 504 and ADA duties are assigned		
b. Entities that employ 15 or more persons must adopt grievance procedures that incorporate appropriate due process standards and that provide for the prompt and equitable resolution of complaints alleging any action prohibited by Section 504 and the ADA. Entities utilizing DHS, DCF, and DWD Model Complaint Policies and Procedures are compliant with this requirement; otherwise, the entity's grievance procedures must incorporate due process standards as outlined in Section 504 and ADA regulations.	☐ Yes ☐ No	
4. A self-assessment compliant process that meets Section 504 and ADA requirements must be performed with the assistance of interested persons with disabilities or organizations representing persons with disabilities. Entities must provide: A list of all interested persons consulted. - Identify the disabilities of each of the persons (i.e., hearing impaired, use of wheelchair, blind, etc.). - Identify each disability organization contacted. - Identify other interested persons contacted. List all policies and practices examined relating to services and employment. List all areas reviewed to determine physical accessibility. List the problems identified. Description or list the modifications made and/or remedial steps taken to correct the problems identified	☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No	
5. Has the entity taken initial and continuing steps to notify participants/customers, applicants and employees that you do not discriminate on the basis of disability?	☐ Yes ☐ No	
6. Has the entity notified unions or professional organizations that you have collective bargaining or professional agreements of your nondiscrimination policies?	☐ Yes ☐ No	
7. Has the entity taken steps to include persons with impaired vision or hearing in fulfilling the community notification requirements of your nondiscrimination policies?	☐ Yes ☐ No	
8. Does the entity's published material include a nondiscrimination notice stating the entity does not discriminate on the basis of disability?	☐ Yes ☐ No	
9. Has the entity reviewed contracts it may have with employment and referral agencies, with labor unions, with organizations providing or administering fringe benefits to employees, and with organizations providing training and apprenticeship programs to make sure that you are not subjecting disabled persons to discrimination through such contracts?	☐ Yes ☐ No	
10. Has your entity included a nondiscrimination clause in your contracts and subcontract(s)?	☐ Yes ☐ No	

ACCESS ELEMENT		Suggested Modifications or Remedial Steps Taken
11. Has your entity taken steps to ensure that, when you recruit for employees, your hiring procedures do not exclude any class of disabled persons because of the nature of the media used?	☐ Yes ☐ No	
12. Has the entity reviewed policies related to hiring, upgrading, promotion, award of tenure, demotion, transfer, layoff, termination, right to return from layoff and rehiring to ensure that they are not discriminatory?	☐ Yes ☐ No	
13. Has the entity reviewed fringe benefits such as medical, hospital, accident or life insurance, and retirement offering to ensure that they are not discriminatory?	☐ Yes ☐ No	
14. Is the entity's in-service educational, social and recreational opportunities and activities made available to all employees?	☐ Yes ☐ No	
15. Does the entity have a policy concerning reasonable accommodation?	☐ Yes ☐ No	
16. Does the entity have an adequate process and procedures to ensure documentation of decisions regarding refusal to hire or promote because of undue hardship?	☐ Yes ☐ No	
17. Is the entity's Human Resource Office located in a facility that is fully accessible?	☐ Yes ☐ No	
18. Has the entity conducted a review of the physical and mental requirements of the primary duties of each job descriptions to ensure that no criteria are included that would discriminate against disabled persons unless such criteria are specifically necessary?	☐ Yes ☐ No	
19. Is the entity's employment application form and hiring process devoid of questions regarding disabilities?	☐ Yes ☐ No	
20. If the answer to item # 19 is no, do the entity employment application questions comply with 45 C.F.R. § Section 84.14 Pre-employment Inquiries of the regulations and with ADA Title I requirements ?	☐ Yes ☐ No	
21. Are all your programs or activities readily accessible to disabled persons?	☐ Yes ☐ No	
22. In choosing methods to make your programs accessible, have you given priority to those methods that allow disabled persons to participate in your programs or activities in the most integrated setting appropriate?	☐ Yes ☐ No	
23. If you are planning structural changes, has the entity developed a transitional plan that identifies methods to be used to ensure program accessibility?	☐ Yes ☐ No	
24. Are you aware of the ADA requirements that contain the scoping and technical requirements that apply to design, construction and alteration of buildings and facilities of covered entities under Title II and Title III of the ADA?	☐ Yes ☐ No	
25. Has the covered entity completed ADA Accessibility Guidelines for Buildings and Facilities (ADAAG) Checklist prior to designing, constructing or doing alterations to existing buildings and facilities?	☐ Yes ☐ No	
26. Does the covered entity have procedures to ensure that qualified disabled persons are not denied benefits or services solely on the basis of their disability?	☐ Yes ☐ No	

ACCESS ELEMENT		Suggested Modifications or Remedial Steps Taken
27. Are the covered entity's procedures flexible enough to allow disabled persons to participate in programs or activities in the manner they choose even if access is not separate or different despite the existence of permissibly separate or different programs or activities (e.g., a blind applicant does not want to use Braille forms and does not want assistance in completing the form; therefore, the applicant is allowed to take the forms with him/her and return the forms at a later date).	☐ Yes ☐ No	
28. Are the covered entity's postings and notification statements clearly stated, visible, and in alternate formats and sufficient for insuring that people with impaired sensory or speaking skills receive information as to the existence and location of services, activities and facilities accessible to and usable by disabled persons?	☐ Yes ☐ No	
29. Has the covered entity established procedures for communicating with hearing-impaired persons for the purpose of providing direct services or in the case of a hospital, provision of emergency care during an ER visit?	☐ Yes ☐ No	
30. Has the covered entity prepared plans, procedures, and methods for providing auxiliary aids to disabled persons to afford them an equal benefit to the services offered by the entity?	☐ Yes ☐ No	
31. Covered entities that are hospitals, outpatient facilities and AODA programs must have procedures to ensure that a drug or alcohol abuser, who is suffering from a medical condition, is not denied admission or treatment solely because of his other drug abuse or alcoholism?	☐ Yes ☐ No	

The American with Disability Act of 1990 2010 Standards for Accessible Design “2010 Standards”

Americans with Disabilities Act (ADA) of 1990

The ADA is a major civil rights law prohibiting discrimination on the basis of disability in the private and state and local government sectors. The ADA requires access to programs and services, transportation, the built environment, employment, and communication. Under the ADA, the United States Access Board develops and maintains accessibility guidelines for the construction and alteration of facilities covered by the law, as well as guidelines for the design of transportation vehicles. These guidelines serve as the basis of standards used by other Federal agencies to enforce the ADA's design requirements.

ADA Standards

The ADA standards applicable to our funded recipients are issued by the Department of Justice (DOJ) and apply to facilities covered by the ADA in new construction and alterations. DOJ's standards apply to all facilities covered by the ADA, except public transportation facilities. The standards for covered entities of DOJ are very similar to those covered under the Department of Transportation (DOT) and are closely based on the Accessibility Board's ADA Accessibility Guidelines (ADAAG). However, each contains a few unique provisions, which are included in this edition of the standards.

Department of Justice ADA Standards (2010)

DOJ published revised regulations for Titles II and III of ADA in the Federal Register on September 15, 2010. These regulations adopted revised, enforceable accessibility standards called the 2010 ADA Standards for Accessible Design “2010 Standards” or “Standards.” The 2010 Standards set minimum requirements—both scoping and technical—for newly designed and constructed or altered State and local government facilities, public accommodations, and commercial facilities to be readily accessible to and usable by individuals with disabilities.

The 2010 standards became mandatory on March 15, 2012. They include provisions that modify certain portions of Chapters 1-10, including provisions addressing the following areas:

- Assembly Areas ([221](#))
- Medical Care Facilities (section [223](#))
- Places of Lodging (sections [224](#))
- Housing at Places of Education ([224](#) and [233](#))
- Detention and Correctional Facilities (section [232](#))
- Social Service Center Establishments ([233](#))
- Residential Dwelling Units (section [233](#))

Adoption of the 2010 Standards also establishes a revised reference point for Title II entities that choose to make structural changes to existing facilities to meet their program accessibility requirements; and it establishes a similar reference for Title III entities undertaking readily achievable barrier removal.

DOJ has assembled into a separate publication the revised regulation guidance that applies to the Standards. It includes guidance in its revised ADA regulations published on September 15, 2010. This guidance provides detailed information about the DOJ's adoption of the 2010 Standards including changes to the Standards, the reasoning behind those changes, and responses to public comments received on these topics. The document, [Guidance on the 2010 ADA Standards for Accessible Design](#), can be downloaded from www.ada.gov.

This version includes:

[2010 Standards for State and Local Government Facilities Title II](#)

[2010 Standards for Public Accommodations and Commercial Facilities Title III](#)

The full text of DOJ's [2010 ADA Standards](#)

DOJ's [ADA regulations](#) implementing the 2010 ADA Standards

Access (Other Than Print or Braille) for Individuals Who Are

BLIND OR HAVE LOW VISION



BLIND OR HAVE LOW VISION symbol may be used to indicate access for people who are blind or have low vision, including: a guided tour, a path to a nature trail or a scent garden in a park; and a tactile tour or a museum exhibition that may be touched.

SYMBOL FOR ACCESSIBILITY



SYMBOL FOR ACCESSIBILITY, known as the wheelchair symbol, should only be used to indicate access for individuals with limited mobility including wheelchair users. For example, the symbol is used to indicate an accessible entrance, bathroom or that a phone is lowered for wheelchair users. Remember that a ramped entrance is not completely accessible if there are no curb cuts, and an elevator is not accessible if it can only be reached via steps.

AUDIO DESCRIPTION



AUDIO DESCRIPTION is a service for persons who are blind or have low vision that makes the performing arts, visual arts, television, video, and film more accessible. Description of visual elements is provided by a trained Audio Descriptor through the Secondary Audio Program (SAP) of televisions and monitors equipped with stereo sound. An adapter for non-stereo TVs is available through the American Foundation for the Blind, 800-829-0500. For live Audio Description, a trained Audio Descriptor offers live commentary or narration (via headphones and a small transmitter) consisting of concise, objective descriptions of visual elements: i.e., a theater performance or a visual arts exhibition.

TELEPHONE TYPEWRITER (TTY)



TELEPHONE TYPEWRITER (TTY) device is also known as a text telephone (TT), or telecommunications device for the deaf (TDD). TTY indicates a device used with the telephone for communication with and between deaf, hard of hearing, speech impaired and/or hearing persons.

VOLUME CONTROL TELEPHONE



VOLUME CONTROL TELEPHONE symbol indicates the location of telephones that have handsets with amplified sound and/or adjustable volume controls.

ASSISTIVE LISTENING SYSTEMS



ASSISTIVE LISTENING SYSTEMS transmit amplified sound via hearing aids, headsets or other devices. They include infrared, loop and FM systems. Portable systems may be available from the same audiovisual equipment suppliers that service conferences and meetings.

SIGN LANGUAGE INTERPRETATION



SIGN LANGUAGE INTERPRETATION symbol indicates that Sign Language Interpretation is provided for a lecture, tour, film, performance, conference or other program.

ACCESSIBLE PRINT (18 pt. or Larger)



The symbol for large print is "Large Print" printed in 18 pt. or larger text. In addition to indicating that large print versions of books, pamphlets, museum guides and theater programs are available, you may use the symbol on conference or membership forms to indicate that print materials may be provided in large print. Sans serif or modified serif print with good contrast is important, and special attention should be paid to letter and word spacing.

THE INFORMATION SYMBOL



One the most valuable commodity of today's society is information; to a person with a disability and others are essential. For example, the symbol may be used on signage or on a floor plan to indicate the location of the information or security desk, where there is more specific information or materials concerning access accommodations and services such as "LARGE PRINT" materials, audio cassette recordings of materials, or sign interpreted tours.

CLOSED CAPTIONING (CC)



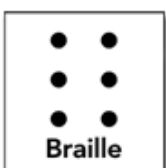
CLOSED CAPTIONING (CC) symbol indicates a choice for whether or not to display captions for a television program or videotape. TV sets that have a built-in or a separate decoder are equipped to display dialogue for programs that are captioned when selected by the viewer. The Television Decoder Circuitry Act of 1990 requires TV sets (with screens 13" or larger) to have built-in decoders as of July 1993. Also, videos that are part of exhibitions may be closed captioned using the symbol with instruction to press a button for captioning.

OPENED CAPTIONING (OC)



OPENED CAPTIONING (OC) symbol indicates that captions, which translate dialogue and other sounds in print, are always displayed on the videotape, movie or television program. Open Captioning is preferred by many including deaf and hard-of-hearing individuals, and people whose second language is English. In addition, it is helpful in teaching children how to read and in keeping sound levels to a minimum in museums and restaurants.

BRAILLE SYMBOL



BRAILLE SYMBOL indicates that printed material is available in Braille, including exhibition labeling, publications and signage.