



**County Civil Rights Plan
Archuleta County Department of Human Services**

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Civil Rights Contact Persons

Isabel Shelton, Archuleta County Human Services Director
P.O. Box 240 Pagosa Springs, CO 81147

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P.O. Box 1507 Pagosa Springs, CO 81147

This plan is available in the public reception areas of the Department of Human Services, 550 Hot Springs Boulevard Unit A, Pagosa Springs, CO 81147 and online at <https://www.archuletacounty.org>.

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PURPOSE

As a recipient of Federal Financial Assistance, Archuleta County Department of Human Services is responsible for providing core services to assist and support Colorado's most vulnerable individuals and families so they can meet their basic needs and be treated with respect and dignity. Archuleta County Department of Human Services has a civil rights plan to ensure that all members, applicants, employees, and others, receive equal access to program services and information and that its programs are operated in a nondiscriminatory way, without regard to race, color, ethnic or national origin, ancestry, age, sex, gender, sexual orientation, gender identity and expression, religion, creed, political beliefs, or disability.

The civil rights plan also serves as a source of information for Archuleta County Department of Human Services staff and the general public. The plan sets out the Agency's civil rights administrative policies and procedures, identifying key contacts within the Agency and linking the reader to applicable state and federal civil rights laws and resources.

LEGAL AUTHORITIES

1. Title VI of the Civil Rights Act of 1964 (race, color, national origin)
2. Section 504 of the Rehabilitation Act of 1973 (disability)
3. Section 508 Amendment of the Rehabilitation act of 1973 (disability)
4. Title II of the Americans with Disabilities Act of 1990; state and local government services (disability)
5. Age Discrimination Act of 1975 (age)
6. Section 1557 of the Patient Protection and Affordable Care Act (added sex discrimination in health care programs)
7. Nondiscrimination Provisions of the Omnibus Budget Reconciliation Act of 1981 (Federal Block Grants)
 - Title IX of the Education Amendments of 1972 (sex)
Community Services Block Grant (race, color, national origin, sex) Remaining Block Grants (race, color, national origin, age, disability, sex, religion)
 - Human Services Block Grant
 - Maternal and Child Health Services Block Grant
 - Projects for Assistance in Transition from Homelessness Block Grant
 - Preventive Health and Human Services Block Grant

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

CIVIL RIGHTS CONTACT PERSON

Archuleta County Department of Human Services designates Isabel Vita to serve as the Agency's Civil Rights Contact on civil rights matters.

Contact Person	Isabel Shelton
Telephone	970-264-8506
Email	Isabel.Shelton@state.co.us

EQUAL OPPORTUNITY POLICY

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

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

This civil rights policy covers Archuleta County Department of Human Services' full range of services, programs, and benefits, including but not limited to, access to information about services, eligibility determinations and intake, admission procedures

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

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

Program Accessibility Policy for People with Disabilities

Archuleta County Department of Human Services and all of its services, programs and benefits are accessible to and usable by people with disabilities, including people with hearing loss, low vision, and other sensory disabilities.

To avoid disability discrimination, Archuleta County Department of Human Services will:

- Notify the public about the rights and procedures for people with disabilities under the Americans with Disabilities Act.
- Designate an ADA Coordinator and maintain a complaint procedure.
- Make sure that its buildings are physically accessible for people with disabilities.
- Assist individuals with disabilities to apply and qualify for benefits based on their eligibility.
- Provide appropriate auxiliary aids and services, including accessible formats, to ensure effective communication with people with disabilities.
- Provide services, programs and benefits that are accessible to and usable by qualified people with disabilities.

Physical Access Includes:

- Convenient off-street parking designated specifically for people with disabilities.
- Curb cuts and ramps between parking areas and the Archuleta County Department of Human Services buildings.
- Level access into the first floor of Archuleta County Human Services building.

Reasonable Modifications to Policies, Procedures or Practices

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

services, programs, or benefits.

Effective Communication and Auxiliary Aids and Services

Archuleta County Department of Human Services will take appropriate steps to ensure that communications with people with disabilities and companions with disabilities are as effective as communications with others. To ensure effective communications, Archuleta County Department of Human Services will provide auxiliary aids and services, including accessible formats, so that people with disabilities can receive services, programs and benefits and participate in them in the same way as people without disabilities. Auxiliary aids and services include qualified readers, writers and interpreters who convey information effectively, accurately, and impartially using any necessary specialized vocabulary.

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

COMPLAINT RESOLUTION PROCEDURE

You have the right to equal access to services, if you are an applicant, client or member of the public trying to gain access to Human Services program information or benefits. Archuleta County Department of Human Services has a civil rights complaint procedure that provides prompt and thorough resolution of civil rights complaints.

Civil rights complaints allege discrimination. You have a right to file a civil rights complaint if you believe you have been discriminated against because of your race, color, ethnic or national origin, ancestry, age, sex, gender, sexual orientation, gender identity and expression, religion, creed, political beliefs, or disability.

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

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

Isabel Shelton, Director
Archuleta County Department of Human Services
550 Hot Springs Blvd. Unit A
Pagosa Springs, CO 81147
970-264-8506 (voice)

970-264-2186 (fax)
Isabel.Shelton@state.co.us

Arrangements for People with Disabilities

Archuleta County Department of Human Services will make appropriate arrangements to ensure the people with disabilities are provided reasonable modifications or effective communications, if needed, to participate in the complaint process. Reasonable modifications or effective communications include, but are not limited to, providing interpreters for people who are deaf or hard-of-hearing, providing taped cassettes and accessible formats for people who are blind or have low vision and assuring a physically accessible location for complaint proceedings. The Civil Rights Contact (or designee) is responsible for working with people who file complaints to make appropriate arrangements.

Procedure:

- Civil rights complaints must be submitted to the Civil Rights Contact within 180 days of the date the alleged discrimination occurred.
- A complaint must be in writing and contain the name and address of the person filing it. Other important contact information is telephone number, relay number and email address. The complaint must state the problem or action alleged and the relief desired. If you need assistance with your complaint, the Civil Rights Contact will help you.
- The agency must conduct an investigation of the complaint. The investigation may be formal or informal, but it must be thorough and timely. People who have an interest in the complaint must have an opportunity to submit relevant evidence about the complaint. The County agency will issue a written decision on the complaint to the complainant and the state department, within 30 days after its filing. The County will maintain the complaint records and files for three (3) years. Archuleta County Department of Human Services will track all complaints, outcomes and business practices changes instituted as a result of complaints. Complaints about program rules are not civil rights complaints and will be resolved through a different complaint process.
- The person filing the complaint may appeal the decision by writing to the Human Resources Director within fifteen (15) days of receiving the written decision. The Human Resources Director will issue a written decision to the complainant and the state department in response to the appeal no later than 15 days after the appeal is filed. This decision is final. This appeal process is not the same as filing a fair hearings appeal through the CDHS or HCPF appeals processes.
- The person filing the complaint must be informed that he/she can file a discrimination report directly with the US Department of Health and Human Services Office for Civil Rights or the US Department of Agriculture (USDA) for

the SNAP Program.

To Submit a Complaint, the Applicant or Member can:

1. Utilize the Archuleta County Department of Human Service's Civil Rights/Non-Discrimination complaint process, which is required as part of this Civil Rights Plan, and implemented by the Archuleta County Department of Human Services as approved by Colorado Department of Health Care Policy and Finance.
2. Utilize the Colorado Department of Health Care Policy and Finance's Civil Rights complaint process by submitting the [Discrimination Complaint Form](#) or contacting hcpf504ada@state.co.us.
3. Utilize the Colorado Civil Rights Division complaint process by completing the [CaseConnect Civil Rights Form](#) or contacting dora_ccrd@state.co.us. The Colorado Civil Rights Division (CCRD) is the State of Colorado's authority for the Colorado Anti-Discrimination Act (CADA).
4. Reach out directly to the U.S. Department of Health and Human Services, Office of Civil Rights U.S. Department of Health and Human Services Office for Civil Rights:

1961 Stout Street, Room 08-148
Denver, CO 80294-3538
Voice Phone: (800) 368-1019
FAX: (202) 619-3818
TDD: (800) 537-7697
Email: ocrmail@hhs.gov

Appeal Process

You have the right to appeal the outcome of the investigation if you are not satisfied with the decision. To appeal, you must send a written request to review the outcome of the investigation within 15 days of receiving the written decision. Be brief and state why you disagree with the decision, plus any additional information that may apply. Send your request to the attention of the Human Resource Director; P.O. Box 1507, Pagosa Springs 81147. The Human Resource Director will review the information and render a decision within 15 days which will be final. This appeal process is not the same as filing a fair hearings appeal through the CDHS or HCPF appeals processes.

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

Assistance in Filing Your Complaint

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

Archuleta County Department of Human Services Civil Rights Form

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

Civil Rights Plan Administration

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

- Providing its county civil rights plan in the agency reception areas in all locations. The plan is available to applicants, clients, members of the public, employees, volunteers, and contractors.
- Posting the county civil rights plan on the county's website.
- Annually train county staff on how to access the county civil rights plan on an ongoing basis and how to make the plan available upon request.
- Conduct annual SNAP civil rights training for appropriate staff.