

Department of Public
Health and Human Services

SECTION:

INTRODUCTION

WoRC GUIDELINES MANUAL

SUBJECT:

Civil Rights

CIVIL RIGHTS PROCEDURES

GENERAL RULE

WoRC program staff shall not discriminate against individuals, including applicants, beneficiaries or participants in any aspect of the program administration for reasons of race, color, national origin, physical or mental disability, age, sex, religion, political beliefs, sexual orientation, marital status, creed or genetic information.

Examples of discrimination include but are not limited to:

1. denying assistance or other benefit(s) provided as a part of the program;
2. providing a different service, assistance or other benefit, or providing these in a different manner from those provided to others under the program; or
3. segregating or separately treating individuals in any manner related to the receipt of any service, assistance or other benefit.

NONDISCRIMINATION POLICY

All WoRC program contractors must post a Nondiscrimination Notice, which will be provided to the contractors by the Department. This Statement must be posted continuously, and the Department will provide revised or updated Statements to the contractor as necessary. In addition, this statement must comply with federal requirements for effective communications and be made available to persons with sensory impairments by, for example, reading aloud the Statement's provisions, as appropriate.

COMPLAINT PROCEDURE

Discrimination complaints must be filed in writing no later than 180 days from the date the alleged discrimination occurred. Individuals may utilize a written complaint form or may file a written complaint that contains the following:

1. Name, address, and phone number;

NOTE: If a third party (spouse, attorney, etc.) files the complaint on behalf of an individual, he/she must include his/her name, address, phone number and relationship to the complainant. Confidentiality of the TANF recipient will be protected.

Department of Public
Health and Human Services

SECTION:

INTRODUCTION

WoRC GUIDELINES MANUAL

SUBJECT:

Civil Rights

2. Name and location of the agency accused including the name of any specific persons involved;
3. The circumstances under which the alleged discrimination occurred to include how, why, and when the offense occurred;
4. Other relevant information such as the names, titles, and addresses of people who may have knowledge of the alleged act; and
5. The complainant's signature.

The HCS 525 may be completed in place of a written complaint for the categories of race, color, national origin, mental or physical disability, age, sex and religion (federal categories). Copies of this form must be made available in both WoRC and OPA offices. In addition, if individuals require assistance in completing the complaint form or drafting a written complaint, case managers or other staff will provide this assistance.

NOTE: Each WoRC program must designate a supervisory case manager/staff member to handle the civil rights complaints that are received in your office.

FEDERAL CATEGORIES

For complaints involving the federal categories of race, color, national origin, mental or physical disability, age, sex and religion, individuals may file a written complaint with your office which would then be forwarded to the WoRC Monitor or the individual may send it directly to:

Civil Rights Coordinator
Human and Community Services Division, DPHHS
PO Box 202925
Helena, MT 59620-2925

OR

Department of Public
Health and Human Services

SECTION:

INTRODUCTION

WoRC GUIDELINES MANUAL

SUBJECT:

Civil Rights

U.S. Department of Public Health and Human Services
Office for Civil Rights
1961 Stout Street, Room 1426
Denver, CO 80294-3538

OR

Office for Civil Rights
US Department of Health and Human Services
200 Independence Ave SW
Room 509F, HHH Bldg
Washington, DC 20201

STATE CATEGORIES

For complaints involving the additional state protected categories of political beliefs, sexual orientation, marital status, creed or genetic information, individuals may file a written complaint with your office which would then be sent to the WoRC Monitor or the individual may send it directly to the Civil Rights Coordinator for HCSD/DPHHS at the address noted above. The use of the HCS-525 is **not** appropriate if the complaint is limited to these state categories/situations.

WORC PROGRAM RESPONSIBILITIES:

The designated supervisory case manager/staff shall identify each known complaint as a program issue or a civil rights issue by addressing the following:

1. Identify the specific protected class (e.g., race, age, disability, etc.);
2. Explain the complaint procedure to the individual; and
3. Advise the individual of his/her right to file a complaint.

When a written complaint or the HCS 525 is received in the WoRC office, the complaint should be sent directly to your WoRC monitor. The WoRC monitor will then send the complaint to the Civil Rights Coordinator at Central Office. The Civil Rights Coordinator will investigate the complaint and will issue findings in writing to the complainant, the WoRC program and the WoRC Monitor.