

## Prowers County Civil Rights Plan

Prowers County Department of Human Services will ensure that protected classes are granted accommodations in the accessing, and granting of, programs, services and activities provided by the county. No discrimination against protected classes is permitted in relation, but not limited to:

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

Per 10 CCR 2505-5 1.020.7.1.d, Prowers County Department of Human Services has developed this Civil Rights Plan.

1. Existing Prowers County Client Civil Rights Policy and Chapter I Employment of the Prowers County Personnel Handbook outlines protocols, policies and procedures ensuring equal access and opportunity for all members, applicants, employees, and others that intersect with their programs, services and activities without regard to race, color, ethnic or national origin, ancestry, age, sex, gender, sexual orientation, gender identify and expression, religion, creed, political beliefs, or disability.
2. Per 10 C CR 2505-5 1.020.7.1.a.:
  - a. Prowers County Civil Rights Contact is Amanda Morales, Human Resources Manager. This contact will remain with the Human Resources Manager role as they are impartial and independent.
  - b. Should a conflict of interest arise, Prowers County will utilize a neighbor county to provide this role.
  - c. The Department Director or County Attorney will be used to conduct investigations as necessary.
3. The County Civil Rights Contact will maintain up-to-date knowledge on changes in member related civil rights laws and requirements and communicate and share this information with county staff on a regular basis.
4. The County Civil Rights Contact will act as the first point-of-contact for applicant, member, and individual civil rights complaints.
  - a. Contact information for the County Civil Rights Contact will be posted in the Prowers County Annex Lobby and on the Prowers County Department of Human Services website at [https://www.prowerscounty.net/departments/human\\_services](https://www.prowerscounty.net/departments/human_services)
5. The Civil Rights Plan and State and County Non-discrimination Statements will be posted in the Prowers County Annex Lobby and on the Prowers County Department of Human Services website at [https://www.prowerscounty.net/departments/human\\_services](https://www.prowerscounty.net/departments/human_services)
6. The County Civil Rights Contact will coordinate with the County Director and County Attorney when needed to manage the county's non-discrimination investigation procedures, conduct investigations and address issues of civil rights training and consulting, as required.
7. The County Civil Rights Contact will Prowers County will provide civil rights training and consulting as required.
8. The County Civil Rights Contact will provide this plan to all Department of Human Services employees on an annual basis and collect signatures verifying the employee has received and reviewed the plan. Additionally, should findings from an investigation conclude

additional training is necessary, the County Civil Rights Contact will provide individualized staff training and feedback.

As detailed in 10 CCR 2505-5 1.020.6.f.ii., if the Department receives or is notified of a complaint of discrimination against the county, or the county, through its own investigation of a civil rights or discrimination complaint, and the complaint is founded and an applicant, member or individual was found to be discriminated against by the county or its staff, the State Department will initiate corrective actions as specified in 10 CCR 2505 1.020.11 until the county rectifies the issue. Non-compliance with corrective actions will result in sanctions as sated in 10 CCR 2505-5 1.020.12.