

# Individual Rights Questionnaire

This module covers the county's civil rights processes. Please be thorough and detailed in your responses. If a question is not relevant to your Site, please write N/A and provide a brief explanation.

\* Indicates required question

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1. Email \*

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2. Organization name \*

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3. Your name and title: \*

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## Language Service

4. Have you retained a language services provider? \*

*Mark only one oval.*

Yes

No

5. Please provide the contract between your agency and your language service provider.

Files submitted:

- 6. Please explain your process for accessing language services. Please include details regarding staff training on when and how to use it. \*

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- 7. Provide your site's documented procedure for using language services.

Files submitted:

- 8. Do you have language services notices posted in an conspicuous area likely to be seen by the public? \*

*Mark only one oval.*

Yes  
 No

- 9. Please upload a picture of this posting.

Files submitted:

**Auxiliary Services**

- 10. What is your site's process if an individual who is Deaf or Hard of Hearing requests sign language or other auxiliary services? \*

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11. What is your site's process if an individual who is Blind or Low-vision requests auxiliary services? \*

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12. Do you have the County Auxiliary Aids and Non-discrimination Statement posted in an conspicuous area likely to be seen by the public? (Contains county contact information) \*

*Mark only one oval.*

Yes

No

13. Please provide a picture of this posting.

Files submitted:

14. Does your site have the HCPF "Know Your Rights" poster posted in English? \*

*Mark only one oval.*

Yes

No

15. Please upload a picture of this posting.

Files submitted:

16. Does your site have the HCPF "Know Your Rights" poster posted in Spanish? \*

Mark only one oval.

Yes

No

17. Please upload a picture of this posting.

Files submitted:

Nondiscrimination and Civil Rights Complaints

18. What is your procedure for addressing discrimination grievances or complaints? \*

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19. What is the name and title of the person who investigates complaints of discrimination for your eligibility site? \*

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20. What is your process if someone requests assistance in filing a civil rights discrimination complaint? \*

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21. How are civil rights complaints tracked by your agency? \*

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22. In what situation(s) can a member's eligibility be terminated due to the member filing a civil rights discrimination complaint? \*

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Training

23. Have staff been trained on your site's civil rights plan? \*

*Mark only one oval.*

Yes

No

24. Do you complete training for staff if there is a founded civil rights complaint received?

*Mark only one oval.*

Yes

No

Supporting Documentation

- 25. Please provide a photograph of the following public notices: Language Services, County Auxiliary Aid and Nondiscrimination Statement, State Auxiliary Aid and Nondiscrimination Statement

Files submitted:

- 26. Please provide the website link where Nondiscrimination Statement is posted.

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