



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.

1. General Information

- a. Email
- b. Organization Name
- c. Name & Title

2. Language Service

- a. Have you retained a language services provider?
 - i. Yes
 - ii. No
- b. Please provide the contract between your agency and your language service provider.
- c. Please explain your process for accessing language services. Please include details regarding staff training on when and how to use it.
- d. Provide your site's documented procedure for using language services
- e. Do you have language services notices in a conspicuous area likely to be seen by the public?
 - i. Yes
 - ii. No
- f. Please upload a picture of this posting
- g. What is your site's process if an individual who is Deaf or Hard of Hearing requests sign language or other auxiliary services?
- h. What is your site's process if an individual who is Blind or Low-vision requests auxiliary services?
- i. Do you have the County Auxiliary Aids and Non-Discrimination Statement posted in a conspicuous area likely to be seen by the public? (Contains county contact information)
 - i. Yes
 - ii. No
- j. Please provide a picture of this posting
- k. Does your site have the HCPF "Know Your Rights" poster posted in English?
 - i. Yes
 - ii. No
- l. Please upload a picture of this posting



- m. Does your site have the HCPF “Know Your Rights” poster posted in Spanish?
 - i. Yes
 - ii. No
- n. Please upload a picture of this posting

3. Nondiscrimination and Civil Rights Complaints

- a. What is your procedure for addressing discrimination grievances or complaints?
- b. What is the name and title of the person who investigates complaints of discrimination on your eligibility site?
- c. What is your process if someone requests assistance in filing a civil rights discrimination complaint?
- d. How are civil rights complaints tracked by your agency?
- e. In what situation(s) can a member’s eligibility be terminated due to the member filing a civil rights discrimination complaint?

4. Training

- a. Have staff been training on your site’s civil rights plan?
 - i. Yes
 - ii. No
- b. Do you complete training for staff if there is a founded civil rights complaint received?
 - i. Yes
 - ii. No

5. Supporting Documentation

- a. Please provide a photograph of the following public notices: Language Services, County Auxiliary Aid and Nondiscrimination Statement, State Auxiliary Aid and Nondiscrimination Statement.
- b. Please provide the website link where Nondiscrimination Statement is posted