

**TUSCARAWAS COUNTY JOB & FAMILY SERVICES  
CIVIL RIGHTS PLAN**

**STATEMENT OF POLICY**

All programs, services, and benefits which are administered, supervised, authorized, and/or participated in by Tuscarawas County Job & Family Services and contracted providers shall be operated in accordance with the non-discriminatory provisions of Title VI of the Civil Rights Act of 1964, as amended Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1974, Title IX of the Education Act of 1972, Omnibus Budget Reconciliation Act of 1981, Americans With Disability Act of 1990, and Section 1808 of the Small Business Job Protection Act (adoption).

No person(s) shall on the grounds of race, color, national origin, disability, age, sex, or religion be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or service authorized by Tuscarawas County Job & Family Services.

The Director of Tuscarawas County Job & Family Services appoints a Civil Rights Coordinator. The Civil Rights Coordinator is responsible for monitoring the implementation of the Civil Rights Plan for the agency, including:

1. Accepting, investigating, monitoring, and resolving complaints of discrimination from program participants.
2. Disseminating information pertaining to civil rights laws to appropriate agency staff, beneficiaries, and interested members of the public.

**COMPLAINT POLICY AND PROCEDURE**

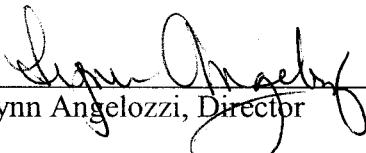
Tuscarawas County Job & Family Services has in effect a complaint procedure that incorporates the elements of due process. The procedure is as follows:

1. Any person who believes that he/she or any specific class of persons has been subjected to discrimination on the basis of race, color, national origin, disability, age, sex, or religion may file a written complaint with the agency outlining the alleged discriminatory acts.
2. Any written or verbal complaints that fit the above category shall be forwarded to the agency Civil Rights Coordinator the same day they are received. Any written complaints are to be date stamped by the person in receipt of the complaint. Document receipts are also to be provided to complainants for hand-delivered complaints.
3. The complainant must file the complaint with the agency within thirty (30) days from the date the alleged discriminatory act(s) occurred.
4. After the complaint is received by the agency's Civil Rights Coordinator, the investigation will proceed. A recommended finding will be submitted to the Director for approval within ten (10) days of the filing of the complaint.

5. If the finding concludes that the complainant has been discriminated against, the agency will take all appropriate steps to remedy the situation.
6. If the complainant is not satisfied with the agency's finding, the agency's Civil Rights Coordinator will advise the complainant of the right to file a complaint with the civil rights offices of the Ohio Department of Job & Family Services, the U.S. Department of Health and Human Services, or the U.S. Department of Agriculture (see attached addendum for contact information).

**COMPLIANCE WITH TITLE VI AS IT APPLIES TO LIMITED  
ENGLISH-PROFICIENT CLIENTS**

- Tuscarawas County Job & Family Services has a non-discrimination policy in effect and carries out operations under written, publicly-accessible procedures that conform with Title VI.
- Tuscarawas County Job & Family Services employs or otherwise provides persons competent and qualified to serve as interpreters, in sufficient numbers, to ensure that services are available to limited English-proficient persons.
- Tuscarawas County Job & Family Services provides informational literature, consent, and application forms, and other pertinent materials in the language of each substantial limited English-proficient group in the service area.
- Tuscarawas County Job & Family Services delivers services of equal level and quality to all beneficiaries.
- Tuscarawas County Job & Family Services takes corrective action if discrimination or program deficiencies are discovered.

  
Lynn Angelozzi, Director

2-12-09  
Effective Date

**ADDENDUM**

**A Civil Rights complaint may be filed by contacting the following offices:**

Tuscarawas County Job & Family Services  
389 16<sup>th</sup> Street, SW  
New Philadelphia, Ohio 44663

Phone: 330-339-7791

The Ohio Department of Job and Family Services  
30 East Broad Street, 32<sup>nd</sup> Floor  
Columbus, Ohio 43215

Phone: 1-877-852-0010  
1-614-466-2100

U.S. Department of Health and Human Services  
Office for Civil Rights, Region V  
233 North Michigan Avenue, Suite 240  
Chicago, Illinois 60601

Phone: 312-886-2359

U.S. Department of Agriculture  
Food and Consumer Services, Civil Rights  
77 West Jackson Boulevard, 20<sup>th</sup> Floor  
Chicago, Illinois 60604

Phone: 312-353-1459