

**COUNTY OF ORANGE SOCIAL SERVICES AGENCY
ADMINISTRATIVE POLICIES AND PROCEDURES
MANUAL**

Subject: Civil Rights and Nondiscrimination and Americans with Disabilities Act, Title II

Number: D 19

Date: 6/19/15

Approved: Signature on file

POLICY

Civil Rights: Pursuant to Federal (<http://www.justice.gov/crt/about/cor/coord/titlevi.php>) and State laws (<http://www.cdss.ca.gov/civilrights/default.htm>) and the California Department of Social Services (CDSS) Manual of Policies and Procedures (MPP), counties are required to ensure nondiscriminatory administration of public assistance and social services programs. No person shall, because of his/her protected status [i.e. race, color, national origin (including language), age, disability (including HIV status), religion, sex (including gender identity and/or gender expression), sexual orientation, political affiliation, marital status, ethnic group identification and domestic partnership] be subjected to disparate treatment, excluded from participation in, denied benefits, or subjected to discrimination under any program or activity. Administrative methods and procedures that have the effect of subjecting individuals to discrimination or defeating the objectives of these laws and regulations are prohibited.

Pursuant to CDSS MPP 21-103.3 & .4, CDSS reserves the right to interview staff, review, copy, or obtain all data, records, reports, case files and other materials determined necessary in the conduct of discrimination complaint investigations involving all agencies subject to these requirements. County welfare departments, contractors, vendors, consultants, and other providers of service, who receive State or Federal financial assistance through CDSS for administration of public assistance, or through agencies covered by CDSS regulations, are mandated to comply with these requirements.

ADA Title II: Agency staff shall ensure non-discriminatory work and public service facilities providing access to programs and services for people with disabilities as outlined in the ADA Title II requirements. Complaints regarding barriers to public access to Agency programs and services shall be handled as efficiently and expeditiously as possible with recommended accommodations completed as necessary. Agency staff shall follow the County's grievance procedures for those individuals with disabilities that are not or cannot be accommodated, or for those individuals who deny recommended accommodations.

All complaints, regardless whether they have been readily resolved or not, shall be reported to the Program Integrity Unit for documentation, and/or investigation. These complaints could be any allegations of discrimination reported by any applicants, recipients, or their authorized representatives of social services programs in compliance with the State and Federal Civil Rights and Americans with ADA Title II laws and regulatory requirements.