

**ANNUAL REPORT FY-2009
CIVIL RIGHTS COMPLIANCE OFFICE
August 17, 2009**

The Civil Rights Compliance Director is responsible for ensuring agency compliance as required in federal regulations and civil rights acts. Other responsibilities include:

- handling complaints of discrimination;
- disseminating information to agency staff, beneficiaries and interested members of the general public;
- compiling reports and conducting compliance reviews;
- serving as a liaison between the agency and the federal Office of Civil Rights, and between the agency and minority groups concerned with the delivery of services;
- informing employees and recipients of state/federal assistance and services of complaint procedures and their right to complain about unfair and/or inequitable treatment;
- providing training and technical assistance to agency staff on federal regulations, laws and cultural awareness;
- monitoring activities of state agencies, subcontractors/providers to assure that affirmative action/equal opportunity requirements are being met;
- compiling an annual civil rights report; and
- reporting and making recommendations to the Inspector General.

Statistical Information: For Fiscal Year 2009, the Civil Rights Compliance Office Director completed Civil Rights compliance monitoring of agency providers, which consist of: Child Care, Foster Care, Rural Health and Behavioral Health Centers, Emergency Shelters, Skilled Nursing/Hospital and Long Term Care locations; and Department of Health and Human Resources County Offices. One hundred sixty four (164) compliance reviews were conducted through on-site visits. A breakdown of these compliance reviews is as follows:

- 128 On-site visits to Providers
- 36 On-site visits to DHHR county offices

The Civil Rights Office Director:

- o Received a total of sixty three (63) complaints. Forty one (41) complaints were from the public and not Department related. Thirteen (13) complaints (8 written and 5 telephone) were from clients and nine (9) complaints were from Department workers. Nineteen (19) Department related complaints were closed with written notifications.
- o Conducted sixty two (62) civil rights training sessions for 1,405 Department employees, which is approximately 23% of Department staff.
- o Made minor revisions on WebCT Civil Rights Training for new workers.

Graphs regarding statistical information on complaints, on-site reviews, training sessions and number of attendees to the training sessions for the past four years are included.

Long-Term Challenges: Due to DHHR workers being located throughout the State, the most difficult long term challenge is to provide timely civil rights training to all employees. In order to meet the training requirements of USDA and USDHHS, the Department requires all new workers to attend mandatory training and tenured workers to attend on-going training.

To help meet these long-term challenges, the Director is responsible for preparing on-line training sessions, when applicable. The first on-line orientation training session for Department employees was released September 1, 2006.

The Civil Rights Compliance Office Director will continue to:

- o provide information to clients, workers, administrators and general public;
- o provide training sessions that are more focused and tend to address only one subject area at a time (example: American with Disabilities Act, Age Discrimination Act, Sexual Harassment);
- o utilize enhanced technology to improve accuracy and efficiency of record keeping;
- o use the computerizing of data kept by paper files, especially the compliance status of the Department providers; and
- o utilize technology to develop and deliver civil rights training.