

**Cuyahoga County Division of Children and Family Services  
(CCDCFS)  
Policy Statement**

**Policy Chapter:** Client Rights  
**Policy Number:** 7.06.01  
**Policy Name:** Agency Civil Rights Plan, Clients' Civil Rights and  
**Complaint** Procedures

**Original Effective Date:** 09/01/2015  
**Revision Date(s):**  
**Current Revision Date:**  
**Approved By:** Thomas D. Pristow

**PURPOSE:** To ensure compliance with requirements of the Ohio Revised Code (ORC), Ohio Administrative Code (OAC) and Ohio Department of the Job and Family Services (ODJFS) policies regarding county agency responsibilities to ensure services are delivered without regard to a client's race, color or national origin and to provide a process for filing and responding to complaints of alleged discriminatory acts, policies or practices.

This policy outlines the classes of individuals receiving services provided by Cuyahoga County Division of Children and Family Services (CCDCFS) which are protected against discrimination by federal legislation and fall under the investigational jurisdiction of the Ohio Department of Job and Family Services Bureau of Civil Rights (BCR) and establishes procedures for filing discrimination complaints.

**SCOPE:** This policy applies to all employees, clients and services of the Cuyahoga County Division of Children and Family Services.

*Note: DCFS employees or job applicants who feel they have been discriminated against in their employment or in seeking employment should contact the Cuyahoga County Department of Human Resources or the U. S. Equal Employment Opportunities Commission.*

**POLICY**

- A. All programs, services and benefits administered, supervised, authorized and/or participated in by the Cuyahoga County DCFS and contracted providers shall be operated in accordance with the nondiscriminatory 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 1975; Title IX of the Education Act of 1972; the Omnibus Budget Reconciliation Act of 1981; the Americans with Disability Act of 1990 to Americans with Disability Act as amended; Section 1808 of the Small Business Job Protection Act (adoption); the Multi-Ethnic Placement Act of 1994 (MEPA); and the Inter-Ethnic adoption Provisions of 1996 (IEP).

- B. No person or persons shall on the basis 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 the Cuyahoga County DCFS.
- C. The Director of Cuyahoga County DCFS shall implement the Civil Rights Plan within the service area through the following methods:
  - 1. The Cuyahoga County DCFS shall appoint a Civil Rights Coordinator. The Civil Rights Coordinator shall be responsible for monitoring the implementation of the Civil Rights Plan for the agency, including, but not necessarily limited to:
    - a) Receiving and, if necessary, assisting with the writing of discrimination complaints which are filed by county agency participants, clients and beneficiaries of children and family services programs. Such complaints are then referred to the ODJFS Bureau of Civil Rights for investigation and resolution.
    - b) Distributing civil rights pamphlets/brochures, posters and other information pertaining to civil rights laws to appropriate agency staff, beneficiaries and interested members of the public.

### **COMPLAINT PROCEDURES**

- A. The Cuyahoga County DCFS shall have in effect a complaint procedure which incorporates the elements of due process. The procedure follows the steps/process(es) identified below:
  - 1. Any person who believes that he/she, or any specific class of persons, has been subjected to unlawful 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 act(s) (complaints alleging sexual harassment need not be reduced to writing prior to an investigation being initiated.) Written complaints are to be date stamped by the person who receives the complaint. Document receipts are to be provided to complainants who hand-deliver complaints.

2. Complaints must be filed with the agency within 180 days of the date the alleged discriminatory act or treatment occurred.
3. When complaints are received by the county Civil Rights Coordinator, they shall be referred to the ODJFS Bureau of Civil Rights within three (3) business days of the date of receipt. The Bureau of Civil Rights (BCR) shall conduct its inquiry and issue its Final Report within one hundred, twenty (120) days of the date of filing of the complaint.
4. Any party dissatisfied with the BCR's Final Report will be advised of the right to file a complaint with the applicable federal agency (i.e., The U.S. Department of Health and Human Services.)
5. No person who has filed a complaint, testified, assisted or participated in any manner in an investigation of a complaint shall be intimidated, threatened, coerced or retaliated against.

B. A CIVIL RIGHTS COMPLAINT MAY BE INITIALLY FILED BY CONTACTING ANY OF THE FOLLOWING OFFICES/INDIVIDUALS:

1. The Cuyahoga County DCFS Civil Rights Coordinator

**Civil Rights Coordinator**

Cuyahoga County Division of Children and Family Services  
3955 Euclid Avenue  
Cleveland, Ohio 44115  
Telephone: (216) 432-2273

*The Community Relations Department will direct the client to the current Civil Rights Coordinator.*

2. The Ohio Department of Job and Family Services

**Bureau of Civil Rights**

30 East Broad, 30<sup>th</sup> Floor  
Columbus, Ohio 43215  
Telephone: (614) 644-2703  
Toll Free: 1-866-227-6353

3. The United States Department of Health and Human Services, Region V

**Office for Civil Rights**

233 N. Michigan Avenue, Suite 240  
Chicago, Illinois 60601  
Telephone: (312) 886-2359  
Fax: (312) 886-1807  
TDD: (312) 353-5693

**SEE ALSO:**

**- Ohio Administrative Code**

Section: 5101:2-33-03

Section: 5101:2-48-24

Section: 5101:9-2

**- Cuyahoga County Division of Children and Family Services Policies and Procedures Manual**

Policy No. 6.03.01 – Adoption Policy

Policy No. 6.01.10 – Multi-Ethnic Placement Act (MEPA) Monitor Policy

Policy No. 6.01.12 – Multi-Ethnic Placement Act of 1994 (MEPA) Standards of Conduct

Policy No. 10.06.10 – Responding to Concerns



## DISCRIMINATION IS AGAINST THE LAW!

- No person or persons shall on the basis 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 the Cuyahoga County Division of Children and Family Services.
- Any person who believes that he/she, or any specific class of persons, has been subjected to unlawful 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 act(s) (complaints alleging sexual harassment *need not* be reduced to writing prior to an investigation being initiated.) Written complaints are to be date stamped by the person who receives the complaint. Document receipts are to be provided to complainants who hand-deliver complaints.
- Complaints must be filed with the agency within 180 days of the date the alleged discriminatory act or treatment occurred.
- A Civil Rights Complaint may be filed by contacting any one of the following offices:
  1. **The Cuyahoga County DCFS Civil Rights Coordinator**  
Cuyahoga County Division of Children and Family Services  
3955 Euclid Avenue  
Cleveland, Ohio 44115  
Telephone: (216) 432-2273  
*(The Community Relations Department will direct the client to the current Civil Rights Coordinator)*
  2. **The Ohio Department of Job and Family Services  
Bureau of Civil Rights**  
30 East Broad, 30<sup>th</sup> Floor  
Columbus, Ohio 43215  
Telephone: (614) 644-2703  
Toll Free: 1-866-227-6353
  3. **The United States Department of Health and Human Services, Region V  
Office for Civil Rights**  
233 N. Michigan Avenue, Suite 240  
Chicago, Illinois 60601  
Telephone: (312) 886-2359  
Fax: (312) 886-1807  
TDD: (312) 353-5693
- When complaints are received by the county Civil Rights Coordinator, they shall be referred to the ODJFS Bureau of Civil Rights within three (3) business days of the date of receipt. The Bureau of Civil Rights (BCR) shall conduct its inquiry and issue its Final Report within one hundred, twenty (120) days of the date of filing of the complaint.
- No person who has filed a complaint, testified, assisted or participated in any manner in an investigation of a complaint shall be intimidated, threatened, coerced or retaliated against.