## Iowa Department of Human Services

## CIVIL RIGHTS REVIEW EXHIBIT D

Subunit		Reviewer									
Case Record Reviews											
A. Case Record	Tallies										
	No. Cases Reviewed	Total No. Deficiencies	Average Deficiencies Per Case	No. With Positive Actions	No. With Negative Actions						
Cases With Minority Ethnic Codes											
Cases With Non-Minority Ethnic Codes											
B. Explanation deficiencie		ficant differenc	es between non-m	inority and	minority						
C. Note any deficiencies in coding ethnic origin on the TD.											
Prior Civil Rig	hts Record										
Grassroots Cont	act										
Group or Or	ganization _										
Contact Per	son		Phone Num	ber <u>(</u> )							
		e of Food Stamp location of loc									

В.	Is the organization aware of any problems in obtaining interpretators f	or								
	non-English or limited English-speaking person?									

С.	Is the organization aw	ire of any	y comments	regarding	the service	applicants	and
	recipients receive at	he local	office, i	ncluding an	y disparate	treatment o	f
	minorities?						

## Local Office Civil Rights Review

- A. Is the nondiscrimination poster "And Justice for All" prominently displayed?
- B. Discuss with local office staff the methods of collecting ethnic data.
  - 1. Are local office staff advising clients of the purpose of collecting ethnic data?
  - 2. Are clients advised that ethnic data is kept in confidence, and if they chose not to provide it, the decision will not have an adverse effect on their eligibility?
- C. Discuss with local office staff the requirement that all clients be informed of their rights and responsibilities. Are local offices advising clients of their right to file a complaint when the client voices a problem and ensuring the client has access to information regarding complaint procedures within ten (10) days of the date of request?
- D. Discuss with local office staff whether civil rights training is conducted for them. Is the training provided to new staff during orientation?
- E. Are bilingual services needed? Provided?