

LA DEPARTMENT OF CHILDREN AND FAMILY SERVICES

EQUAL DELIVERY OF SERVICES POLICY STATEMENT

The Department of Children and Family Services (DCFS) reaffirms its policy for the Equal Delivery of Services and will administer all programs and conduct its business, either directly or indirectly, or through contractual or other arrangements, in accordance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000 et seq.); Title 45 of the Code of Federal Regulations, Part 80, as amended through July 5, 1972; Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 706); and the Agency's Statements of Compliance.

No persons shall on the grounds of age, color, disability, national origin, political belief, race, religion or sex be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity conducted in this Agency. The Department of Children and Family Services expects employees to treat its customers with courtesy, dignity and respect. The management of DCFS will take appropriate action to insure that the above will be implemented at all levels of its administration.

The Secretary, Department of Children and Family Services, has overall responsibility for the policy and program development under Title VI of the 1964 Civil Rights Act and Section 504 of the Rehabilitation Act of 1973. Responsibility for the coordination and implementation has been placed with the Bureau of General Counsel - Civil Rights Bureau.

Any person who believes that he/she or any specific class of persons has been subjected to discrimination covered by Title VI of the 1964 Civil Rights Act or Section 504 of the Rehabilitation Act of 1973, as amended, may without fear of reprisal or coercion, file a written complaint in accordance with the guidelines set forth in DCFS Policy 2-2 (Non-Discrimination in Service Delivery). A Customer Complaint Form may be requested at any DCFS office site. A complainant is not required to submit a written complaint. The DCFS staff receiving the complaint must document the information on the customer complaint form and then forward it to DCFS Bureau of General Counsel – Civil Rights Section.

Civil Rights Complaints may be filed with the following offices:

DCFS Bureau of General Counsel - Civil Rights Section
627 North 4th Street
Baton Rouge, Louisiana 70801
DCFS.BureauofCivilRights@La.Gov

For Programs such as FITAP, Child Care Assistance, Foster Care, Adoption Services:

U.S. Department of Health & Human Services (DHHS)
Regional Office for Civil Rights
1301 Young Street – Suite 1169
Dallas, Texas 75202

For the SNAP Program:

To file a complaint of discrimination, write

United States Department of Agriculture
Office of Assistant Secretary for Civil Rights
1400 Independence Avenue, S.W.
Washington, D.C. 20250-9410

(866)-632-9992 (voice)
(202)-690-7442 (fax)
Program.intake@usda.gov

It is the policy of the Department of Children and Family Services to promptly attempt to resolve all complaints alleging discrimination. The identity of the complainants will be kept confidential except to the extent necessary for conducting the investigation. Any act(s) of intimidation or retaliation against any individual(s) making a complaint or participating in the investigation of a complaint shall be strictly prohibited. Any employee found to be in violation of this policy would be subject to disciplinary action.

Policy Revision Date: 05/15

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(DCFS)**

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I hereby attest approval of the affirmation of the foregoing equal employment opportunity and equal delivery of services policies. Further, I declare my commitment to the promulgation and enforcement of these policies throughout all DCFS administrative and services sites. All employees throughout the state are responsible for ensuring that all employment actions and program/service delivery policies, procedures, and activities are in full compliance with all applicable federal, state, and local fair employment and equal service delivery statutes, rules regulations.

These policies shall be posted conspicuously to allow full review by DCFS employees, consumers and the general public.



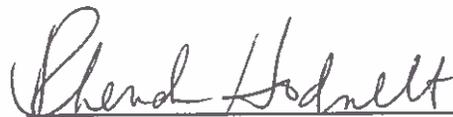
Marketa Garner Walters, Secretary
DCFS



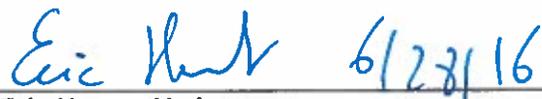
Terri Ricks, Deputy Secretary
DCFS



Alfreda Tillman Bester, Assistant Secretary
Division of Family Support



Rhenda Hodnett, Assistant Secretary
Division of Child Welfare



Eric Horent, Undersecretary
Division of Management & Finance



Valerie Clark, Compliance Programs Director
Bureau of General Counsel
Civil Rights Section