

LCCS POLICY 141

Non-Discriminatory Service Delivery

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Revision Dates:	11/5/1998, 10/9/15, 8/13/2019
Revision Number:	3
Current Effective Date:	8/13/2019
Obsolete/Combined Date:	
Reason for Obsoleting/Combining:	
See new Policy #:	

Scope:	All Service Delivery Personnel
Responsibility:	Executive Director
Purpose:	To assure equal service delivery to all children and families.
Legal Cite:	

POLICY STATEMENT

LCCS will assign cases according to the normal rotation procedure established within departments.

Exceptions to the normal rotation can only be made as outlined in this policy.

PROCEDURE

When a sexually or physically abused child or their parent expresses discomfort with the gender of a caseworker, the caseworker will:

- Ask the child if they are uncomfortable with them and why.
- Ask the child if they would be more comfortable with a caseworker of a different gender.
- Advise the supervisor of the situation and of the child's wishes.
- **Note:** The Supervisor may make a prior judgement and assign the case to a worker whose gender will be most beneficial to the child based on the severity, nature and longevity of the sexual abuse.

When a client of any cultural, ethnic, religious background or alternative lifestyle expresses a wish for a caseworker of similar heritage or lifestyle, the caseworker will:

- Ask the client how the worker could become more sensitive to their needs.
- Determine if it is possible to work with the client without hindering the outcome of the case.

- Advise their supervisor that there are barriers in working with the client and explain what attempts have been made to alleviate those barriers and accommodate the client.

When a foster parent or adoptive parent of any cultural, ethnic, religious background or alternative lifestyle expresses a wish to have a foster or adoptive worker of similar heritage or lifestyle the foster/adoptive caseworker will follow the above steps for requests from clients.

Supervisory responsibilities when any the above occurs:

- Supervisor will discuss the request with the worker in detail to determine whether reassignment of the case would be beneficial to the family. Family input should be sought when appropriate.
- Supervisor will determine degree of validity for the request.
- Supervisor will assess the workers level of knowledge and sensitivity to diverse cultures, ethnicity, religious beliefs and/or lifestyle choices and refer them to training as needed.
- Supervisor will determine whether or not an exception to assignment of the case should be considered based on the facts presented and the availability of staff.
- Supervisor will advise their Manager of the situation and their recommendation regarding case reassignment. The recommendation to reassign the case should be based on the facts presented and the availability of staff.

Managerial Responsibilities:

- Manager will make the final decision regarding the reassignment of cases based on the information provided.
- Manager will consult with his/her Director regarding case reassignment decisions.

When a client is of Native American descent, the caseworker will:

- Contact the Legal Department regarding the Indian Child Welfare Act for service delivery guidelines.

Consumer Complaints of Discrimination:

Any consumer/client who believes that he/she, or any specific class of persons, has been subjected to unlawful discrimination on 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).

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.

When complaints are received by the LCCS Civil Rights Coordinator, they shall be referred to the Ohio Department of Jobs and Family Services 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.

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; U.S. Department of Agriculture or U.S. Department of Labor).

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.

CASE PRACTICE GUIDES

Reassignment of cases should rarely occur and only under extreme and unusual circumstances.

It is in the best interest of a child/ family of any culture, ethnic, religious background or alternative lifestyle to receive services from staff who are culturally sensitive and who possess working knowledge of diverse cultures, ethnic practices, religious beliefs and lifestyle choices.

RELATED POLICIES and FORMS

[Link to ODJFS Complaint Process](#)