

Department Policy

It is the policy of the Illinois Department of Human Services that all individuals requesting services from the Department shall be free from discrimination or harassment* without regard to:

- ◆ Race
- ◆ Color
- ◆ Religion
- ◆ Sex
- ◆ National Origin
- ◆ Age
- ◆ Disability
- ◆ Political Beliefs

The Illinois Department of Human Services' Pledge

As part of our commitment to serve you, we will see to it that you:

- ◆ Receive benefits for which you are eligible in a timely and uninterrupted manner.
- ◆ Are treated fairly, with dignity, courtesy, and respect.
- ◆ Have your questions answered in a way that you understand.
- ◆ Receive referrals for agency supportive services and community resources.
- ◆ Have your complaints and disagreements with agency actions or treatment reviewed and addressed.

If you have questions about any IDHS program or do not know where your local IDHS office is, you may call the automated helpline 24 hours a day at:
1-800-843-6154 (V) or 1-800-447-6404 (TTY)
You may speak to a representative between: 8:00 a.m. - 5:00 p.m.
Monday - Friday (except state holidays)

An IDHS representative will give you the address and telephone number of your local office. If you are physically unable to go to the office, a caseworker will call you on the telephone and interview you.

For answers to your questions, you may also write:
Illinois Department of Human Services
Bureau of Customer Support and Services
100 South Grand Avenue East, 2nd Floor
Springfield, Illinois 62762

Visit our website at: www.dhs.state.il.us

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, and U.S. Department of Health and Human Services (HHS) policy, this institution is prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Illinois Department of Human Services (IDHS) office where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Asst. Sec. for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

You may also write IDHS at:
Illinois Department of Human Services
Bureau of Civil Affairs
401 South Clinton St., 2nd Floor
Chicago, Illinois 60607

or call the IDHS Helpline Number at
1-800-843-6154 (V) or 1-800-447-6404 (TTY).

IDHS, HHS, and USDA are equal opportunity providers and employers.

The State of Illinois provides reasonable accommodations according to Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990.



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State of Illinois
Department of Human Services

Your Civil Rights

**No Discrimination...
No Harassment...
No Excuses**



IDHS Cannot Take Any Of The Following Actions:

- ◆ Deny you money, care, services or other benefits you are eligible to receive.
- ◆ Provide other eligible people with money, care, services or other benefits that are different from yours or provide them in a different way from the way we provide them to you if you are eligible to receive them.
- ◆ Treat you differently from other eligible people in the way you get your money, care, services or other benefits.
- ◆ Prohibit you from having the same advantages or privileges as other eligible people who receive help from the Illinois Department of Human Services.
- ◆ Treat you differently from other people in the way the Illinois Department of Human Services determines if you are eligible to receive money, care, services or other benefits.
- ◆ Deny or offer to other eligible people an opportunity that is different from the opportunities offered to you (if you are eligible) through the Illinois Department of Human Services. This includes the opportunity to take part in education, job training, community work programs and the opportunity to receive a hearing.

What Can I Do If I Think I Have Been Discriminated Against?

If you feel that you have been discriminated against, you have the right to file a charge with the Bureau of Civil Affairs. A written complaint must be filed within 180 days of the alleged action:

- ◆ Fill out a **Customer/Applicant Discrimination Claim Form** (IL444-4026), which can be obtained at your local IDHS office, hospital, school or facility;
- ◆ Send a written complaint to one of the following addresses:

Central Office/Chicago

401 S. Clinton, 2nd Floor
Chicago, IL 60607
312-793-1862 (V) or 312-793-3628 (TTY)

Central Office/Springfield

100 South Grand Avenue East
Springfield, IL 62704
217-524-7068 (V)

Under the ADA and Section 504 of the Rehabilitation Act of 1973, you are protected against discrimination based on disability. You have the right to file a grievance and may obtain a copy of the grievance form, **Americans With Disabilities Act/Section 504 Grievance Request** (IL444-4715) to do so. Grievances must be submitted within 30 days of the alleged violation to:

IDHS – ADA Coordinator

Bureau of Accessibility and Safety Systems
401 S. Clinton, 7th Floor
Chicago, IL 60607

A determination will be made and written notification sent to you within 45 business days after receipt of the grievance. If you disagree with the decision, you may appeal to the Secretary of the Department within 10 business days after receipt of the determination.

What Happens After a Charge is Filed?

An EEO/AA Officer will review your complaint immediately to determine whether there is substantial evidence to support the charge. You will receive a written notification at the conclusion of the investigation. If you are not in agreement with the findings of the investigator, you may appeal directly to the Chief of the Bureau of Civil Affairs in writing at one of the above listed addresses. In addition, you may file a discrimination complaint with one of the following regulatory agencies:

Illinois Department of Human Rights

100 W. Randolph St., Suite 10-100
Chicago, IL 60601
312-814-6200 (V) or 312-263-1579 (TTY)

222 S. College St., 1st Floor
Springfield, IL 62704
217-785-5100 (V) or 217-263-5125 (TTY)

U.S. Equal Employment Opportunity Commission

500 W. Madison, Room 2800
Chicago, IL 60661
312-353-2713 (V) or 312-353-2421 (TTY)

United States Department of Health and Human Services

Office of Civil Rights
233 North Michigan Avenue, Suite 240
Chicago, IL 60601
312-886-2359 (V) or 312-353-5693 (TTY)