



NASSAU COUNTY
DEPARTMENT OF SOCIAL SERVICES
60 CHARLES LINDBERGH BLVD., SUITE 160
UNIONDALE, NEW YORK 11553-3686
Web: <http://www.nassaucountyny.gov/>

ANTI-DISCRIMINATION POLICIES OF THE DEPARTMENT OF SOCIAL SERVICES

The Nassau County Department of Social Services (NCDSS) is committed to insuring that any individual who has accessed or plans to access the services of the Department believes he or she has been discriminated against has the opportunity to file a complaint with regard to the services they receive.

Following is a list of the procedures related to specific areas of DSS services and the policy for filing a complaint:

ACCESS TO LANGUAGES

NCDSS recognizes the importance of effective and accurate communication between its employees and the community we serve. It is the policy of NCDSS to take reasonable steps to provide timely and meaningful access for persons with limited proficiency in English (LEP) to the services and benefits which NCDSS provides to the degree practicable. It is the policy of NCDSS to inform members of the public who seek its services that language assistance services are available free of charge to LEP persons. The departments Language Access Plan (LAP) will be reviewed annually and updated as necessary.

The individual responsible for receiving and reviewing all LAP complaints is the Departments LAP Coordinator Tracy Presti. Complaints may be forwarded directly to:

Ms. Tracy Presti
Language Access Coordinator
Nassau County Department of Social Services
60 Charles Lindbergh Boulevard
Uniondale, N Y 11553

FOR INDIVIDUALS WITH DISABILITIES

NCDSS must provide individuals with disabilities an equal and meaningful opportunity to participate in and benefit from NCDSS programs. NCDSS cannot use methods of program administration with a discriminatory effect on people with disabilities. NCDSS must make a wide range of accommodations for people with disabilities in NCDSS program requirements,

including but not limited to, accommodations in appointments, assistance with gathering documents, providing materials in alternative formats, providing clients with flexibility, relocating appointments, home visits, helping people with disabilities to navigate the application and recertification process, etc.

The individual responsible for receiving and reviewing all ADA complaints is Ellen Abberbock, Esq. :

Ms. Ellen Abberbock, Esq.
Legal Department
Nassau County Department of Social Services
60 Charles Lindbergh Boulevard
Uniondale, N Y 11553

FOR INDIVIDUALS WHO HAVE A COMPLAINT CONCERNING SNAP (food stamps)

For individuals who have a complaint concerning Supplemental Nutrition Assistance Program (SNAP) processing standards and/or service you may request a local agency conference. If your complaint is not satisfactorily resolved by your local SNAP food stamp benefits office, you may file a complaint in writing to:

New York State
Office of Temporary and Disability Assistance
Division of Temporary Assistance, ATT: Supplemental Nutrition Assistance Program
40 North Pearl Street
Albany, NY 12243

Please include the following information in your correspondence when you send in a complaint:

- Your name
- Your complete address
- Telephone number where we can reach you
- Name of the local SNAP benefits office involved
- Your SNAP benefits case number, if applicable
- All pertinent information regarding your complaint

FOR INDIVIDUALS WHO BELIEVE THEIR CIVIL RIGHTS MAY HAVE VIOLATED:

Title VI of the Civil rights Act of 1964 prohibits discrimination based on race, color and national origin. Title VI and additional Nondiscrimination requirements are also applicable to federal programs in addition to programs receiving federal financial assistance due to the Civil Rights Restoration Act of 1987. Title VI covers both intentional acts and facially neutral policies and actions that have an adverse impact based on race, color or national origin.

A household's right to apply and be interviewed for temporary assistance must not be denied, limited or discouraged because of the national origin or citizenship status of a person or persons who reside in that household. Households with members born in another country who may not be citizens must be permitted to provide documentation of citizenship or alien status. Eligibility of household members who are citizens is determined even if there are ineligible aliens in the household.

The individual responsible for receiving and reviewing all Title VI complaints is Justin Jannone, Esq. Complaints may be forwarded directly to:

Mr. Justin Jannone, Esq.
Civil Rights' Complaint Officer
Nassau County Department of Social Services
60 Charles Lindbergh Blvd.
Uniondale, NY 11553-3656

**FOR INDIVIDUALS WHO HAVE A GENERAL COMPLAINT ABOUT THE
DEPARTMENT OF SOCIAL SERVICES OR A SPECIFIC MEMBER OF THE
DEPARTMENT:**

Individuals who have a general complaint about the Department of Social Services or a complaint about a specific staff member of the department may forward their complaint in writing to:

John E. Imhof, PhD
Commissioner
Nassau County Department of Social Services
60 Charles Lindbergh Boulevard
Uniondale, NY 11553