



**Manitowoc County 2003-2004  
Multi-Cultural Awareness, Civil Rights Compliance  
and Service Effectiveness Plan**



**Purpose:** Manitowoc County will be compliant with the list of 10 mandated 'Civil Rights/Limited English Proficiency Compliance' issues provided by the Manitowoc County Personnel Director by **December, 2003**. Manitowoc County employees will effectively serve multi-cultural clients by **December, 2004**.

**Objective 1:** Address the 10 mandated 'Civil Rights/Limited English Proficiency Compliance Issues' for Manitowoc County by **February, 2003**.

**Objective 2:** Develop a plan of action to address the 10 mandated 'Civil Rights/Limited English Proficiency Compliance Issues' by **April, 2003**.

**Objective 3:** Assess Manitowoc County employees' understanding of multi-cultural awareness and service effectiveness by **May, 2003**.

**Objective 4:** Prepare a report that identifies the multi-cultural awareness and service effectiveness needs as voiced by Manitowoc County employees by **July, 2003**.

**Objective 5:** Provide multi-cultural awareness and effective service educational opportunities as recommended in the report by **October, 2003** and ongoing.

**Methods to Meet Objectives:**

1. Personnel Director will convene the 27 Manitowoc County Department Directors and staff to address the 10 mandated 'Civil Rights/Limited English Proficiency Compliance Issues' in a half-day workshop.
2. Participants will be expected to develop a plan of action for each of their respective departments to ensure compliance with the 10 mandated 'Civil Rights/Limited English Proficiency Compliance Issues'.
3. A member of the Manitowoc County Multi-Cultural Awareness Committee will facilitate two half-day workshops with Manitowoc County employees on the 'state of the county' as it relates to multi-cultural populations and overall service effectiveness. Based on this information, the facilitator will engage the participants in dialogue to assess what employees need to effectively serve all clients.
4. Based on the facilitator's assessment, prepare a report with recommendations for decision makers regarding educational opportunities needed to strengthen Manitowoc County employees' ability to effectively serve all clients.
5. In cooperation with the Manitowoc County Personnel Director, develop a plan to provide educational opportunities for employees based on the recommendations provided in the report.

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