

Lauderdale County Government Title VI Plan

Administered Thru the Lauderdale County Mayor's Office

I. Plan Statement

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

Lauderdale County is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin.

This plan was developed to guide Lauderdale County in its administration and management of Title VI-related activities.

Title VI Coordinator Contact Information:

Donna Smith, Lauderdale County Mayor's Office, 100 Court Square, Ripley, TN 38063, Phone 731-635-3500

II. Title VI Information Dissemination

Title VI information posters shall be prominently and publically displayed in all Lauderdale County Government facilities. The name of the Title VI coordinator will be displayed on the bottom.

Title VI information shall be disseminated to Lauderdale County employees annually via the Employee Education Form (see Appendix A) in their payroll envelopes. This form reminds employees of Lauderdale County's policy statement, and of their Title VI responsibilities in their daily work and duties.

During New Employee Orientation, new employees shall be informed of the provisions of Title VI, and Lauderdale County's expectations to perform their duties accordingly.

All employees shall be provided a copy of the Title VI Plan and are required to sign the Acknowledgement of Receipt (see Appendix B).

III. Subcontractors and Vendors

All subcontractors and vendors who receive payments from Lauderdale County where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

IV. Record Keeping

The Title VI Coordinator will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of the Lauderdale County Title VI Plan, copies of the Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

V. Title VI Complaint Procedures

How to file a Title VI Complaint?

The complainant may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you deem significant

The Title VI Complaint Form (see Appendix C) may be used to submit the complaint information. The complaint may be filed in writing with Lauderdale County at the following address.

Lauderdale County Mayor's Office
100 Court Square
Ripley, TN 38063

NOTE: Lauderdale County encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but not later than 180 days from the alleged date of discrimination.

What happens to the complaint after it is submitted?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by Lauderdale County will be directly addressed by Lauderdale County. Lauderdale County shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, Lauderdale County shall make every effort to address all complaints in an expeditious and thorough manner

TDOT will be notified of any complaints filed under the Title VI of the Civil Rights Act of 1964, relating to any programs or activity administered by TDOT.

A letter acknowledging receipt of the complaint will be mailed within seven days (Appendix D). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

How will the complainant be notified of the outcome of the complaint?

Lauderdale County will send a final written response letter (see Appendix E or F) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix F), the complainant is also advised of his or her right to 1) appeal within seven calendar days of receipt of the final written decision from Lauderdale County, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the FTA. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

Once sufficient information for investigating the complaint is received by Lauderdale County, a written response will be drafted subject to review by the transit's attorney. If appropriate, a Lauderdale County attorney may administratively close the complaint. In this case, Lauderdale County will notify the complainant of the action as soon as possible.

In addition to the complaint process described above, a complaint may file a Title VI complaint in writing with the following offices:

Director, Title VI Compliance
Tennessee Department of Personnel
1st Floor, James K. Polk Building
505 Deaderick Street
Nashville, Tennessee 37243-0635
Phone: 615-253-6717 Fax: 615-741-4013

Final Determination will be made within 30 days.

VI. Limited English Proficiency (LEP) Plan

Lauderdale County recognizes that the Limited English Proficiency (LEP) population has increased, continues ways to investigate efficient ways in which to accommodate this segment of the population. Translators will be made available free of charge to any person needing language assistance as well as the use of the AVAZA telephone language services and the JCIL Deaf & Hard of Hearing Services.

VII. Public Notice and Outreach

The Title VI posters provided by the TN Human Rights Commission regarding regulations, rights, and procedures will be replaced in an area readily available to the general public.

Appendix C

**Title VI
Complaint Form**

Complaints must be filed within 180 days of the alleged act of discrimination.

Section I

Name: _____

Address: _____

Telephone Numbers:

(Home) _____ (Work) _____

Electronic Mail Address: _____

Accessible Format Requirements?

Large Print _____ Audio tape _____

TDD _____ Other _____

Section II

Are you filing this complaint on your own behalf?

Yes ____ No ____

[If you answered "yes" to this question, go to Section III.]

If not, please supply the name and relationship of the person for whom you are complaining:

Please explain why you have filed for a third party. _____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

Yes ____ No ____

Section III

Have you previously filed a Title VI complaint with this agency? Yes____ No____

Section IV

Name of agency complaint is against:

Contact person: _____ Title: _____

Telephone number: _____

On separate sheets, please describe your complaint. You should include specific details such as names, dates, times, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint. Please include the basis of the complaint; race, color, national origin, sex, age, disability or income status.

Please sign here: _____

Print Name Here: _____

Date: _____

[Note - We cannot accept your complaint without a signature.]

**Please mail your completed form to: Donna Smith, Title VI Coordinator
Lauderdale County Mayor's Office
100 Court Square
Ripley, TN 38063**

Phone: 731-635-3500

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Appendix D **Letter Acknowledging Receipt of Complaint**

Today's Date

Ms. Jo Doe
1234 Main Street
Ripley, TN 38063

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against Lauderdale County alleging

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning 731-635-3500, or write to me at this address.

Lauderdale County Mayor's Office
100 Court Square
Ripley, TN 38063

Sincerely,

Donna Smith
Title VI Coordinator

Appendix E **Letter Notifying Complainant that the Complaint is Substantiated**

Today's Date

Ms. Joe Doe
1234 Main Street
Ripley, TN 38063

Dear Ms. Doe,

The matter referenced in your letter of _____(date) against Lauderdale County alleging Title VI violation has been investigated.

(An/Several) apparent violation(s) of the Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. ***(If a hearing is requested, the following sentence may be appropriate.)*** You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Donna Smith
Title VI Coordinator

Appendix F **Letter Notifying Complainant that the Complaint is Not Substantiated**

Today's Date

Ms. Jo Doe
1234 Main St.
Ripley, TN 38063

Dear Ms. Doe:

The matter referenced in your complaint of _____ (date) against Lauderdale County alleging _____ has been investigated.

The results of the investigation did not indicate that the provisions of the Title VI of the Civil Rights Act of 1964, had in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

Lauderdale County has analyzed the materials and facts pertaining to your case for evidence of the county's failure to comply with any of the civil rights laws. There is no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to 1) appeal within seven calendar days of receipt of this final written decision, and/or 2) file a complaint externally with the Tennessee Department of Personnel at

Director, Title VI Compliance
Tennessee Department of Personnel
1st Floor, James K. Polk Building
505 Deaderick Street
Nashville, Tennessee 37243-0635

Thank you for taking the time to contact us. If I can be of any assistance to you in the future, do not hesitate to call me.

Sincerely,

Donna Smith
Title VI Coordinator

Appendix G Sample Narrative to be included in Posters to be displayed in Facilities

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Lauderdale County is committed to ensuring that no person is excluded from participation in, or denied the benefits of any program services on the basis of race, color, or national origin. If you feel you are being denied participation in or being denied benefits of program, or otherwise being discriminated against because of your race, color, national origin, gender , age, or disability, you may contact our office at

Donna Smith
Lauderdale County Mayor’s office
100 Court Square
Ripley, TN 38063

Title VI of the 1964 Civil Rights Act

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