



**TITLE VI**  
**COMPLIANCE PLAN**



**July 1, 2009 – June 30, 2010**

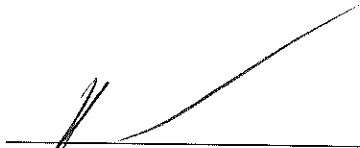


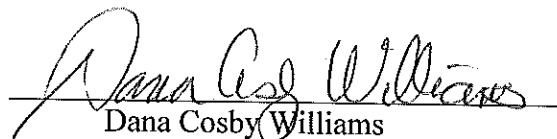
## TITLE VI ASSURANCE OF COMPLIANCE

Louisville Metro Government assures that no person shall on the grounds of race, color, sex, age, disability or national origin, as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100-259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity or in any facility. Louisville Metro Government further assures every effort will be made to ensure nondiscrimination in all of its federally-funded program activities and in any of its facilities.

The stated purpose of this plan is to demonstrate that the Louisville Metro Department of Housing & Family Services ("H&FS"), an agency of Louisville Metro Government, is committed to fair and equitable service to all residents/service recipients. This plan demonstrates our policy that all Metro Government agencies that receive federal funds will allocate such funds in a manner consistent with federal mandates. This service delivery requires a commitment to providing the appropriate accommodations, access, and treatment necessary for the receipt and retention of federal assistance.

The Affirmative Action Officer, Dana Cosby Williams, is responsible for initiating and monitoring Title VI activities, preparing required reports and other Metro Government responsibilities as required by 23 Federal Code of Regulation (CFR) 200.7 and 49 Code of Federal Regulation 21, and other applicable regulations.

  
\_\_\_\_\_  
Christina Heavrin  
Interim Director  
Louisville Metro Housing & Family Services

  
\_\_\_\_\_  
Dana Cosby Williams  
Affirmative Action Officer

## **What Is Title VI?**

Title VI of the 1964 Civil Rights Act says, "No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefit of, or be subjected to discrimination under any program or activity receiving federal financial assistance." *42 U.S.C. §2000d*

## **What Does Title VI Do?**

- Prohibits entities from denying an individual any service, financial aid, or other benefit because of race, color or national origin.
- Prohibits entities from providing a different service or benefit, or providing these in a different manner from those provided to others under the program.
- Prohibits segregation or separate treatment in any manner related to receiving program services or benefits.
- Prohibits entities from requiring different standards or conditions as prerequisites for serving individuals.
- Encourages the participation of minorities as members of planning or advisory bodies for programs receiving federal funds.
- Prohibits discriminatory activity in a facility built in whole or part with Federal funds.
- Requires information and services to be provided in languages other than English when significant numbers of beneficiaries are of limited English speaking ability.
- Requires entities to notify the respective population about applicable programs.
- Prohibits locating facilities in any way that would limit or impede access to a Federally-funded service or benefit.
- Requires assurance of nondiscrimination in purchasing of services.

## **What "Programs or Activities" Are Covered By Title VI?**

To ensure the broad, institution wide application of Title VI and other civil rights statutes Congress passed The Civil Rights Restoration Act of 1987. This act clarifies the definition of "programs and activities" covered by the nondiscrimination provisions of civil rights statutes. The revised definition states that discrimination is prohibited throughout an entire agency or institution, if any part of that agency or institution receives Federal financial assistance.

Examples:

- A department, agency, special purpose district, or other instrumentality of a State or local government;
- The entity of such State or local government that distributes such assistance and each such department or agency (and each other state or local government entity) to which the assistance is extended, in the case of assistance to a state or local government; or
- A college, university, or other postsecondary institution, or a public system of education, system of vocational education, or other school system.

## TITLE VI POLICY

No otherwise qualified person shall be excluded from employment, be denied the benefits of employment or otherwise be subject to discrimination in employment in any manner on the basis of age, race, religion, color, sex, national origin or ancestry, handicap, physical condition, developmental disability, political belief, arrest or conviction record, sexual orientation, marital status or military participation. All employees are expected to support our goals and programmatic activities relating to nondiscrimination in employment.

No otherwise qualified applicant for services or service recipient shall be excluded from participation, be denied benefits, or otherwise be subject to discrimination in any manner on the basis of race, color, national origin, sex, religion, age, or disability. This policy covers eligibility for and access to service delivery, and treatment in all of our programs and activities.

To assist us in complying with all applicable equal opportunity rules, regulations and guidelines, Gary Rockne serves as H&FS' Equal Employment Opportunity and Americans with Disabilities Act ("EEO") Representative. You are encouraged to discuss any perceived discrimination problems in employment or H&FS service delivery with the EEO Representative. Mr. Rockne may be reached by phone at (502) 574-5134 and by email at [Gary.Rockne@louisvilleky.gov](mailto:Gary.Rockne@louisvilleky.gov).

### A. POLICY STATEMENT AND NOTIFICATION

The policy statement will be disseminated in the following ways:

1. The policy is included in our operating procedures manuals.
2. The policy and complaint form are annually sent by the EEO Representative to Division Directors to distribute to new and current staff.
3. The policy and complaint form are posted on the H&FS public website.
4. Upon request, the policy will be available in other formats and languages.

### B. PLAN DISSEMINATION STRATEGY

#### INTERNAL:

1. EEO posters are prominently displayed within HF&S facilities with the name and contact information for the department's EEO Representative.
2. The policy and complaint form are annually sent by the EEO Representative to Division Directors to distribute to new and current staff along with the name and contact information for the department's EEO Representative.

#### EXTERNAL:

1. This Title VI Plan is installed on the HF&S public website.
2. HF&S will provide a copy of the Title VI Plan to any citizen upon request.

### **C. DESIGNATION OF EEO REPRESENTATIVE**

1. Our EEO representative has direct access to the H&FS Director to discuss equal opportunity issues or activities.
2. Our EEO representative has the following responsibilities:
  - a) Assists the director with service and employment discrimination complaints.
  - b) Works with the Louisville Metro Affirmative Action Officer and the Metro Human Resources Compliance Manager to ensure that H&FS follows all Civil Rights guidelines.
  - c) Monitors and evaluates equal opportunity activities in the organization.
  - d) Maintains equal opportunity files, confidential records.
  - e) Provides input to management to improve equal opportunity in employment and service delivery

### **C. ACCESS TO SERVICES.**

H&FS assures that services are equally available to everyone by:

1. Providing equal access to all programs, services, activities and collections.
2. Assuring physical access to the facilities.
3. Providing translators and/or sign language interpreters for programs upon request. This is announced in all publicity for programs.
4. Providing information on services and collections in an appropriate alternative format upon request.
5. Providing equipment or staff to enable those with visual disabilities to use H&FS collections and services.
6. Providing special assistance for persons with developmental or learning disabilities.
7. Providing a wealth of cultural, recreational, and informative materials in a range of formats and languages.

### **D. DISCRIMINATION COMPLAINT/GRIEVANCE PROCEDURE**

H&FS will implement the following procedures:

- a. Persons wishing to file an informal Title IV complaint will be encouraged to complete an "Informal Complaint Form." See **Appendix A**. Customer suggestion forms, letters, and phone calls will also be considered appropriate actions to initiate complaints.
- b. If the front line staff member does not resolve the complaint immediately, the complaint goes to the H&FS Director as well as the EEO Representative.
- c. Complaints are responded to within 30 calendar days.
- d. When an employee elects to register a complaint with the EEO Representative or H&FS Director, the Director or EEO Representative will make a record of the complaint and immediately inform the Metro Human Resources Compliance Manager.
- e. Employment Discrimination based complaint issues registered will be investigated under the guidance of H&FS Director and Human Resources Compliance Manager. The Human Resources Compliance Manager will provide advice, information or consultation.
- f. There is confidential written documentation of all investigations conducted.

g. All participants in complaint investigations are protected from retaliation.

**E. SELF-EVALUATION**

1. H&FS annually evaluates and revises its service delivery and employment practices according to the following procedures:
  - a. H&FS routinely evaluates services and programs to ensure compliance with Civil Rights and ADA requirements.
  - b. Employment practices are routinely evaluated and monitored.

**F. ADVISORY BOARD**

The purpose of the Human Relations Commission-Advocacy Board is to endeavor to promote and secure mutual understanding and respect among all economic, social, religious, ethnic, and social groups in the metropolitan area, and to act as conciliator in controversies involving intergroup and interracial relations. The Human Relations Commission-Advocacy Board cooperates with federal, state, and other local agencies in efforts to develop harmonious intergroup and interracial relations, and endeavors to enlist the support of civic, religious, labor, industrial, and commercial groups, and civic leaders dedicated to the improvement of human relations and elimination of discriminatory practices.

The Human Relations Commission-Advocacy Board is composed of ten members who are appointed by the Mayor with the approval of the Council. Such members reside in Jefferson County and no more than one member resides within any council district. The terms of the members of the Commission are for three years.

Racial Composition: Total 10

Number of white 4                      Number of nonwhite 4                      Vacancies 2

Gender Composition: Total 10

Number of men 3                      Number of women 5                      Vacancies 2

**APPENDIX A**  
**INFORMAL COMPLAINT FORM**



### Title VI Discrimination Informal Complaint Form

The purpose of this form is to assist you in filing a Title VI complaint. You are not required to use this form; a letter or phone call with the same information is sufficient. However, the information requested in the items marked with a star (\*) must be provided, whether or not the form is used.

**\* State your name and address:**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: State: Zip: \_\_\_\_\_  
Telephone No: \_\_\_\_\_

**\* Non-employment Discrimination:** Does your complaint concern discrimination in the delivery of services or in other discriminatory actions of H&FS in its treatment of you or others? If so, please check the box below on which you believe these discriminatory actions were taken (e.g., Race: African American or Sex: Female).

Race/Color  National Origin

**Follow-Up:** What are the most convenient time and place for us to contact you about this complaint?

\_\_\_\_\_  
**Another Contact:** If we will not be able to reach you directly, you may wish to give us the name and phone number of a person who can tell us how to reach you and/or provide information about your complaint:

Name: \_\_\_\_\_  
Telephone No: \_\_\_\_\_

**\* Discriminatory Action:** Please explain as clearly as possible what happened and how you were discriminated against. Be sure to include how other persons were treated differently from you. (Please use additional sheets if necessary)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Retaliation.** The laws we enforce prohibit recipients of funds from intimidating or retaliating against anyone because he or she has either taken action or participated in action to secure rights protected by Title VI. If you believe that you have been retaliated against (separate from the claim described above). Please explain the circumstances below. (Please use additional sheets if necessary)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Signature.** We cannot accept a complaint if it has not been signed. Please sign and date this complaint form below.

(Date) \_\_\_\_\_

(Signature) \_\_\_\_\_