

APPENDIX B

TITLE VI POLICY AND PROCEDURES



TITLE VI POLICY AND PROCEDURES

Approved By: _____

Effective Date: October 2025

Last Revision: October 2025

Purpose: To state the commitment of UCHRA to Title VI compliance.

- I. AUTHORITY: TCA §§ 4-3-1105, 4-21-901, 4-21-904, 4-21-905, 49-1-304; Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d.
- II. POLICY: No person based on race, color, or national origin, shall be excluded from participation in, be denied the benefits of, or otherwise subjected to discrimination under any program, service, or activity operated, funded, or overseen by the Upper Cumberland Human Resource Agency.
- III. PURPOSE: To ensure agency compliance with the requirements of Title VI of the Civil Rights Act of 1964 and related civil rights laws and regulations.
- IV. APPLICATION: All UCHRA employees, contractors, subcontractors, and clients who are eligible to receive federal funds and/or services.
- V. RESPONSIBILITY: The Title VI Coordinator will coordinate all programs and activities associated with Title VI complaint investigations and compliance monitoring.
- VI. DEFINITIONS: As used in this policy, include the following:
 - A. Beneficiary: Any person or group of persons entitled to receive benefits, directly or indirectly, from any federally assisted program.
 - B. Complaint: A written allegation of discrimination, which indicates that a program is operated in such a manner that it results in disparity of treatment to persons or groups of persons because of race, color, or national origin.
 - C. Compliance: Fulfillment of the requirements of Title VI, other applicable laws, implementing regulations, and instructions to the extent that no distinctions are made in the delivery of any service or benefit based on race, color, or national origin.
 - D. Compliance Reviews: Conducted by means of regular inspections of Department programs to determine compliance with Title VI requirements, which may be conducted by means of on-site, or desk (structured paper) reviews of programs and associated documentation.

- E. Contractor: An individual, group, or company that agrees to perform services or provide commodities at a specified price pursuant to a contract.
- F. Limited English Proficiency (LEP): Persons who do not speak English as their primary language, and have a limited or no ability to read, speak, write, or understand English.
- G. Monitoring: A review process used to determine compliance with the requirements of a state and/or federal program, applicable laws and regulations, and stated results and outcomes.
- H. Recipient: Any individual or group that receives services or assistance from any federally or state-funded program or entity.
- I. Title VI Coordinator: A position designated to ensure compliance with Title VI program requirements as well as all state and federal laws regarding Title VI.

VII. PROCEDURES:

A. Complaint Filing:

A formal complaint must be filed in writing, within 180 days of the occurrence of the alleged discrimination.

1. The complaint should be filed on a Title VI Complaint form, under Title VI of the Civil Rights Act of 1964, available on the Agency's website, as well as by request from Human Resources, and reception desks
2. The complaint may also be filed in a letter stating the elements of the complaint.
3. Allegations that are received by telephone, fax, or e-mail will be acknowledged and reduced to writing. When possible, a complaint form will be forwarded for the person(s) to sign and return to the Title VI Coordinator for processing.

The person to whom the complaint is made will document the elements of the complaint in writing if the complainant is unable or unwilling to file the complaint in writing. The complaint must contain the following information:

- a. Name, address, and phone number of the complainant
 - b. Location and name of the agency, facility, or other office where the alleged discrimination took place
 - c. Identification of the agency staff alleged to have engaged in discrimination;
 - d. The elements of the event(s) that led to the belief that discrimination occurred
 - e. The basis of the complaint: race, color, or national origin
 - f. Names, addresses, and phone numbers of people who may have knowledge of the event
 - g. The date(s) the alleged discriminatory event(s) occurred
4. A complaint alleging discrimination against a division or entity of UCHRA may be filed internally with the Title VI Coordinator.
 5. In addition, a complaint can be filed externally with the Office of Civil Rights of the U.S. General Services Administration, Tennessee Department of Transportation (TDOT), the Tennessee Attorney General Civil Rights Enforcement Division, the Federal Highway Administration (FHWA) Office of Civil Rights, or the Federal Transit Administration (FTA) Office of Civil Rights.

B. Investigation, Determination, and Ruling:

UCHRA supervisory staff shall forward all written complaints received to the Title VI Coordinator within two (2) business days of the receipt of any complaint.

The Title VI Coordinator will:

1. Coordinate the review and investigation of complaints.
2. Notify the complainant of receipt of the complaint.
 - a. The notification will be accomplished by the most expedient means available, including e-mail, fax, or telephone call to be documented in writing and confirmed by letter.
 - b. The notification will include a request for a time and date an investigator can reach the complainant by telephone or in-person to discuss the complaint.
3. Notify the complainant by certified letter of the determination and/or any remedial action that has been taken if it is determined that there was discrimination based on race, color, or national origin.
4. Maintain copies of complaints and findings for a minimum of three (3) years from the resolution of the complaint.
5. Take primary responsibility for investigating complaints and reporting findings as needed. The investigation will review, minimally:
 - a. Applicable practices and policies;
 - b. The circumstances and events which led to the filing of the complaint
 - c. All other pertinent information.
6. Complete the investigation and prepare a written determination on the alleged discrimination and/or make any recommendations on appropriate remedial action within 30 calendar days of receipt of the written complaint.

C. Internal Appeal Process:

If the complainant is not satisfied with the Title VI Coordinator's findings and/or the remedial action taken, an appeal may be filed with the Executive Director and/or Grievance Committee, which constitutes the last level in the internal complaint system.

1. Upon an appeal, Human Resources and the Title VI Coordinator will assist the Executive Director and the Grievance Committee in reviewing the matter and making a determination.
2. The appeal process can include, but is not limited to, discussing the complaint with the complainant, the alleged offender, the initial recipient of the complaint, available witnesses, and the Title VI Coordinator whose finding is appealed.

D. External Review Process:

A complaint may be filed simultaneously with the Tennessee Department of Transportation (TDOT), the Tennessee Attorney General Civil Rights Enforcement Division, the Federal Highway Administration (FHWA) Office of Civil Rights, the Federal Transit Administration (FTA) Office of Civil Rights, or the Office of Civil Rights, U.S. General Services Administration, as well as with UCHRA. In such cases, the external complaint supersedes the internal UCHRA complaint. Accordingly, UCHRA's internal complaint procedures will be suspended pending

the outcome of the state or federal review process, unless the external agency requests assistance in the investigation.

E. UCHRA Program and Activities Internal Monitoring Process:


1. The Title VI Coordinator will:
 - a. Coordinate desk audits and on-site reviews.
 - b. Ensure proper notice is given to employees and outside parties regarding the Department's nondiscrimination policy.
 - c. Ensure that LEP guidelines are followed and that Title VI materials are available.
 - d. Collect and maintain data on race and ethnic categories, if applicable.
2. Upon completion of the Review:
 - a. Prepare a corrective action plan outlining the steps that will be taken to correct findings, if any, identified in the monitoring report.
 - b. Provide the name(s) of the contact person(s) responsible for corrective action, the corrective action planned, and the anticipated completion date.

F. Title VI-Compliance Review and Implementation Plan:

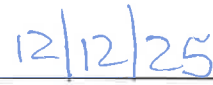
1. The Title VI Coordinator will develop the UCHRA Title VI-Implementation Plan and monitor agency compliance.

VIII. TITLE VI ASSURANCE: As required by contractual agreement, UCHRA will comply with the applicable laws and regulations relative to nondiscrimination in federally or state-assisted programs. This policy outlines the steps and procedures taken to ensure compliance.

VIII. SIGNATURE OF TITLE VI COORDINATOR: As required by the contractual agreement, UCHRA will comply with the applicable laws and regulations relative to nondiscrimination in federally or state-assisted programs and fulfill all above mentioned duties to ensure compliance.



Signature of UCHRA Title VI Coordinator



Date


IX. DECLARATION OF ADMINISTRATIVE HEAD: Executive Director and Board Chairman
I declare that I have reviewed and approved the information provided in this Title VI Policy and Procedures on this date.



Signature of UCHRA Executive Director



Date



Signature of UCHRA Board Chairman



Date