

Title VI Policy

Title VI Beneficiary Notice

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CHAPTER 2: GENERAL REPORTING REQUIREMENTS

TITLE VI NOTICE TO THE PUBLIC

The following notice is posted in Harlan County CAA's administrative reception areas. The text is printed on all route and schedule guides and is stated on the website.

NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI

HARLAN COUNTY COMMUNITY ACTION AGENCY, INC.

Harlan County Community Action Agency, Inc. operates its programs without regard to race, color and national origin in accordance with the Title VI of the Civil Rights Act. Any person who believes she or he has been subjected to discrimination prohibited under Title VI may file a complaint with Harlan County CAA.

To request or receive additional information on Harlan County CAA's civil rights program and procedures and/or to file a complaint, please contact the person listed below:

Bob Yost, Transportation Director
Harlan County Community Action Agency, Inc.
PO Box 1556
Harlan, KY 40831

Telephone: 606-573-5335 or 1-800-262-8594
Email Address: byost@harlancountycaa.com

Visit Website: www.harlancountycaa.com

To file a discrimination complaint, the written complaint must be filed to the address above within 180 days of the alleged discrimination. Written complaints may also be filed with the U.S. Department of Transportation/Federal Transit Administration (FTA) no later than 180 days after the date of alleged discrimination, unless the time for filing is extended by FTA. **Attention: Title VI Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington DC 20590.** To accommodate limited English proficient individuals, oral complaints to be documented and/or translated may also be given at the above address. If information is needed in another language, contact Harlan County CAA at 800-262-8594.

2.2 HARLAN COUNTY CAA TITLE VI COMPLAINT PROCEDURE

These procedures cover all complaints under Title VI of the Civil Rights Act of 1964. Executive Order 12898 "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations" (1994), and Executive Order 13166 "Improving access to Services for Persons with Limited English Proficiency: (2000), for alleged discrimination in any program or activity administered by Harlan County CAA, Inc.

The following is a summary of the procedures that Harlan County CAA, Inc. uses for investigation and resolution of Title VI customer complaints.

1. Any person who believes she or he has been discriminated against on the basis of race, color or national origin by Harlan County CAA, Inc. may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Harlan County CAA investigates complaints received no more than 180 days after the alleged incident. Harlan County CAA will process complaints.
2. Once the complaint is received, Harlan County CAA will review to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.
3. Harlan County CAA has 90 days to investigate the complaint. If more information is needed to resolve the case, Harlan County CAA may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, Harlan County CAA can administratively close the case. The case can be administratively closed also if the complainant no longer wishes to pursue their case.
4. After investigator reviews the complaint, he/she will issue one of two letters to the complainant: a closure letter of finding (LOF). A closure letter summarizes the allegations states there was not a Title VI violation and the case will be closed. An LOL summarizes the allegations and interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur., If the complainant wishes to appeal the decision, he/she has 90 days after the date of the letter or the LOF to do so.
5. A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Ave SWE, Washington, DC 20590.
6. See Appendix E (Attached) Harlan County CAA will maintain list of Transit Related Title VI Investigations, Complaints and Lawsuits on file.

APPENDIX E

HARLAN COUNTY CAA

TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

	DATE (Month, Day, Year)	SUMMARY (Include basis of complaint, race, color, national origin)	STATUS	ACTION(S) TAKEN
INVESTIGATIONS				
1				
2				
LAWSUITS				
1				
2				
COMPLAINTS				
1				
2				

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