

CASA of Bradley County, Tennessee
85 South Ocoee St.
Cleveland, TN 37311
423-472-5800 - www.casabp.org



CASA of Bradley & Polk Counties Title VI Policy & Plan

Agency Name: CASA of Bradley & Polk Counties

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 ground 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).

CASA of Bradley & Polk Counties has adopted the following Title VI Anti-Discrimination Policy:

There shall be no discrimination on the basis of race, color, sex, religion, nationality, marital status, sexual orientation, age or disability in the employment or application for employment or in the administration or delivery of services. This organization shall comply fully with all applicable federal, state and local laws, ordinances, executive orders and regulations that prohibit such discrimination.

CASA of Bradley & Polk Counties is committed to ensuring that no person is excluded from participation in, or denied the benefits of its advocacy services on the basis of race, color, or national origin, as protected by Title VI.

This plan was developed to guide CASA of Bradley & Polk Counties in its administration and management of Title VI-related activities.

Title VI Coordinator Contact Information

CASA of Bradley & Polk Counties
85 S. Ocoee St.
Cleveland, TN 37311
Phone: 423-457-7898

II. Title VI Information Dissemination

Title VI information posters shall be prominently and publicly displayed in CASA of Bradley & Polk Counties offices. Additional information relating to nondiscrimination obligation can be obtained from the Executive Director.

Title VI information shall be disseminated to employees of CASA of Bradley & Polk Counties via the Employee Education form (see Appendix A) at their annual review. This form reminds employees of the CASA of Bradley & Polk Counties 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 CASA of Bradley & Polk Counties 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).

Annually, the CASA of Bradley & Polk Counties Board will be provided the Title VI Policy and Plan and will be required to sign the Acknowledgement of Receipt (see Appendix B).

III. Record Keeping:

The Executive Director will maintain records, which include, but are not limited to, signed acknowledgements of receipt from the employees and board members indicating the receipt of the CASA of Bradley & Polk Counties Title VI Plan (employee/board member file), copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

IV. 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 CASA of Bradley & Polk Counties at the following address:
CASA of Bradley & Polk Counties

85 S. Ocoee St.
Cleveland, TN 37311
Phone: 423-457-7898

NOTE: CASA of Bradley & Polk Counties 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 no 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 provided by CASA of Bradley & Polk Counties will be directly addressed by the CASA of Bradley & Polk Counties Executive Director and Board of Directors. CASA of Bradley & Polk Counties shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, CASA of Bradley & Polk Counties shall make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledging receipt of 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?

CASA of Bradley & Polk Counties 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 CASA of Bradley & Polk Counties. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

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

Tennessee Human Rights Commission
Tower
312 Rosa L. Parks Avenue, 23rd Floor
Nashville, TN 37243
(615) 741-5825 Fax (615) 253-1886
Toll Free: 1-800-251-3589

US Department of Justice
950 Pennsylvania Avenue, NW
Civil Rights Division
Washington, DC 20530
Phone: (202) 514-4609

APPENDIX A Annual Education Form

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 ground 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).

CASA of Bradley & Polk Counties has adopted the following Title VI Anti-Discrimination Policy:

There shall be no discrimination on the basis of race, color, sex, religion, nationality, marital status, sexual orientation, age or disability in the employment or application for employment or in the administration or delivery of services. This organization shall comply fully with all applicable federal, state and local laws, ordinances, executive orders and regulations that prohibit such discrimination.

All employees and board members of CASA of Bradley & Polk Counties are expected to consider, respect, and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint, direct him or her to Christopher Janetzko, CASA of Bradley & Polk Counties. Title VI coordinator.

In all dealings with citizens, use courtesy titles (i.e. Mr., Mrs., Ms., or Miss) to address them without regard to race, color or national origin.

CASA of Bradley & Polk Counties is committed to ensuring that no person is excluded from participation in, or denied the benefits of its advocacy services on the basis of race, color, or national origin, as protected by Title VI.

By signing below you agree to follow the above policy and acknowledge that you have received Title VI training.

Name: _____ Signature: _____

Date of Training : _____

Signature of Trainer: _____

Date of Training: _____

APPENDIX B

Acknowledgement of Receipt of Title VI Plan

I hereby acknowledge the receipt of the CASA of Bradley & Polk Counties. Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits of CASA of Bradley & Polk Counties.

Your signature

Print your name

Date

APPENDIX C

Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground 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.” If you feel you have been discriminated against, please provide the following information in order to assist us in processing your complaint and sent it to:

CASA of Bradley & Polk Counties
Executive Director
85 S. Ocoee St.
Cleveland, TN 37311
Phone: 423-457-7898

Please print clearly:

Name: _____

Address: _____

City, State, Zip Code: _____

Telephone Number: _____(home) _____(cell) _____(message)

Person discriminated against: _____

Address of person discriminated against: _____

City, State, Zip Code: _____

Please indicate why you believe the discrimination occurred:

- _____ race or color
- _____ national origin
- _____ income
- _____ other

What was the date of the alleged discrimination? _____

Where did the alleged discrimination take place? _____

Please describe the circumstances as you saw it: _____

Please list any and all witnesses' names and phone numbers:

What type of corrective action would you like to see taken?

Please attach any documents you have which support the allegation. Then date and sign this form and send to the Executive Director at:

CASA of Bradley & Polk Counties
85 S. Ocoee St.
Cleveland, TN 37311
Phone: 423-457-7898

Your signature

Print your name

Date

APPENDIX D

Letter Acknowledging Receipt of Complaint

Today's Date

Ms. Jo Doe
1234 Main St.
Anywhere, Tennessee 37066

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against CASA of Bradley & Polk Counties 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 615-220-3990 or write to me at this address.

CASA of Bradley & Polk Counties
85 S. Ocoee St.
Cleveland, TN 37311
Phone: 423-457-7898

Sincerely,

Christopher Janetzko
Executive Director

APPENDIX E

Letter Notifying Complainant that the Complaint Is "Substantiated"

Today's Date

Ms. Jo Doe
1234 Main St.
Anywhere, Tennessee 37066

Dear Ms. Doe:

The matter referenced in your letter of _____ (date) against CASA of Bradley & Polk Counties alleging Title VI violation has been investigated.

(An/Several) apparent violation(s) of 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 Board of Directors, if services should be needed during the administrative hearing process.

Sincerely,

Christopher Janetzko
Executive Director

APPENDIX F

Letter Notifying Complainant that the Complaint Is "Not Substantiated"

Today's Date

Ms. Jo Doe
1234 Main St.
Anywhere, Tennessee 37066

Dear Ms. Doe:

The matter referenced in your complaint of _____ (date) against CASA of Bradley & Polk Counties alleging _____ has been investigated.

The results of the investigation did not indicate that the provisions of 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 state financial assistance.

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 from CASA of Bradley & Polk Counties.

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

Sincerely,

Christopher Janetzko
Executive Director