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# CITRUS COUNTY, A POLITICAL SUBDIVISION OF THE STATE OF FLORIDA TITLE VI PLAN

## TITLE VI PLAN



### PREPARED BY:

CITRUS COUNTY HUMAN RESOURCES DEPARTMENT

3600 W. Sovereign Path

Lecanto FL 34461

Phone: 352-527-5370

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### **Recipient Information**

Citrus County, Florida, a political subdivision of the State of Florida

### **Title VI Contact Information**

June Randall  
Human Resources Director  
Phone: (352) 527-5370  
Fax: (352) 527-5372  
Email: [June.randall@citrusbocc.com](mailto:June.randall@citrusbocc.com)

### **Hearing Impaired Resources**

Federal Communications Commissions  
<https://www.fcc.gov/consumers/guides/711-telecommunications-relay-service>  
Telecommunications Relay Services <https://www.fcc.gov/trs>

### **Introduction**

Citrus County, Florida, a Political subdivision of the State of Florida also known as Citrus County, Florida, is a recipient of Federal funds. In order to be in compliance of the Title VI Civil Rights Act, Citrus County, Florida is committed to ensuring that no person is excluded from participation in, denied benefits of, or discriminated against under its programs, activities or service based on race, color, creed, sex, age, disability or national origin in programs receiving federal financial assistance.

### **Title VI Program and Policy Statement**

Citrus County, Florida has a goal not to discriminate against any person with respect to a County program or service. To meet this goal, the County developed a Title VI Program pursuant to Title VI of the Civil Rights Act of 1964 as amended. The County's Title VI program defines what Title VI is, includes a written process on how to file a Title VI complaint should one arise, and describes the complaint investigation process.

Citrus County values diversity and welcomes input from all interested parties, regardless of cultural identity, background or income level. Moreover, the County believes that the best programs and services result from careful consideration of the needs of all of its communities. Thus, the County does not tolerate discrimination in any of its programs, or services. Pursuant to Title VI of the Civil Rights Act of 1964 and other federal and state authorities, the County will not exclude from participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color, national origin, sex, age, disability, religion, income or family status.

## **Title VI Complaint Process and Procedures**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, creed, sex, age or national origin for programs or services receiving federal financial assistance. As a recipient of federal financial assistance, Citrus County, Florida, a political subdivision of the State of Florida has in place a Title VI complaint procedure.

Any person who believes that he or she has been subjected to discrimination or retaliation, from The Board of County Commissioners of Citrus County, Florida, a political subdivision of the State of Florida administration of federally funded programs, as prohibited by Title VI of the Civil Rights Act of 1964, as amended, and related statutes, may file a written complaint within 180 days of the alleged incident. All written complaints received by the County are referred immediately by the County's Human Resources Director, June Randall.

- The County's Human Resources Director (HRD) shall resolve verbal and non-written complaints received by the County informally. If the issue has not been satisfactorily resolved through informal means, or if at any time the complainant requests to file a formal written complaint, the Complainant shall be referred to the U.S. Department of Homeland Security.
- Within ten (10) calendar days, the HRD will acknowledge receipt of the allegation(s), inform the Complainant of action taken or proposed action to process the allegation(s), and advise the Complainant of other avenues of redress available, such as the Department of Homeland Security complaint process.
- Within thirty (30) calendar days, the HRD will conduct and complete a review of the verbal or non-written allegation(s) and based on the information obtained, will render a recommendation for action in a report of findings to the County Administrator.
- Within ninety (90) calendar days of the verbal or non-written allegation(s) receipt, the County Administrator will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint with the Department of Homeland Security if they are dissatisfied with the final decision rendered by the County.

### **Written complaints may be sent to:**

June Randall, Human Resources Director  
3600 W. Sovereign Path  
Lecanto, FL, 34461  
Phone: (352) 527-5370  
Fax: (352) 527-5372  
Email: June.randall@citrusbocc.com

### **ADA/504 Statement**

Section 504 of the Rehabilitation Act of 1973 (Section 504), the Americans with Disabilities Act of 1990 (ADA) and related federal and state laws and regulations forbid discrimination against those who have disabilities. Furthermore, these laws require federal aid recipients and other government entities to take affirmative steps to reasonably accommodate the disabled and ensure that their needs are equitably represented in County programs and services.

A reasonable accommodation is a change or modification to afford a qualified individual with a disability full enjoyment of Citrus County, Florida programs, unless modifications of policies, practices, and procedures would fundamentally alter the nature of the program or service or result in undue financial and administrative burdens to Citrus County, Florida. The County will make every effort to ensure that its facilities, programs and services are accessible to those with disabilities. The County will make every effort to ensure that its advisory committees, public involvement and all other programs and services include representation by the disabled community and disability service groups.

The County encourages the public to report any facility, program or service that appears inaccessible to the disabled. Furthermore, the County will provide reasonable accommodation to disabled individuals who wish to participate in public involvement events or who require special assistance to access facilities, programs or services. Because providing reasonable accommodation may require outside assistance, organization or resources, the County asks that requests be made at least two (2) calendar days prior to the need for accommodation.

Services or programs that are not accessible to persons with disabilities should be directed to Carl Hall, ADA Coordinator at (352) 527-7600. In the event there are questions, concerns or comments regarding the County Facilities or sites, the ADA complaint process can be found online at [www.citrusbocc.com](http://www.citrusbocc.com).

### **Limited English Proficient (LEP) policy and Language Access Plan:**

Title VI of the Civil Rights Act of 1964, Executive Order 13166 require federal aid recipients to take reasonable steps to ensure meaningful access to programs or services by those who do not speak English proficiently. Citrus County Board of County Commissioners will take reasonable steps to ensure that LEP persons have meaningful access and an equal opportunity to participate in our programs or services and other benefits. The most recent census data, the County has determined that LEP individuals speaking a language other than English is 6.2%. Citrus County understands that the community profile is fluid and the four factor analysis may reveal the need for varied LEP services in the future.



Citrus County will implement a four-factor analysis:

- The number or proportion of LEP persons eligible to be service or likely to be encountered by the County's programs or services.
- The frequency with which LEP individuals come in contact with these programs or services.
- The nature and importance of the programs or services.
- The resources available to the County and the likely costs of the LEP services.

Based on this analysis, the County had implemented the following procedures:

1. Citrus County will promptly identify the language and communication needs of the LEP person. County employees will use "I speak cards" (available online at [www.lep.gov](http://www.lep.gov)) or "Right to an Interpreter" posters to determine the language.
2. Maintaining an accurate and current list of the name, language, phone number of bilingual staff. When appropriate, expand job descriptions to include LEP services activities within the scope of employee's duties.
3. Citrus County will utilize Language Line to provide qualified interpreter services as well as translation of vital documents as needed. The agency telephone number is 1-866-874-3972.
4. Citrus County will provide translation of other written materials, if needed, as well as written notice of the availability of translation, free of charge, for LEP individuals.
5. Public Notices and signs will be posted and provided at other points of entry in county-owned buildings.
6. Citrus County will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures.
7. When appropriate, conduct a managerial and front line staff training on language access responsibilities including identifying LEP persons accessing available language services.

The County includes information on its website regarding County programs, services and Title VI and LEP programs. The Title VI policy and complaint forms are accessible on the website, and at all County government offices.

### Title VI Non-discrimination Assurance

Citrus County, Florida a political subdivision of the State of Florida assures that no person shall on the basis of race, color, national origin, sex, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964 and other nondiscrimination authorities be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or service provided by Title VI of the Civil Rights Act of 1964. .

Citrus County, Florida, further assures that it will undertake the following with respect to its programs or services:

1. Designate a Title VI Liaison that has a responsible position within the organization.
2. Issue a policy statement signed by the Board of County Commissioners, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be published on the Board of County Commissioners Website [www.citrusbocc.com](http://www.citrusbocc.com) and in languages other than English as appropriate.
3. Develop a complaint process and attempt to resolve complaints of discrimination.
4. Participate in training offered on Title VI and other nondiscrimination requirements.
5. Take action to correct any deficiencies found within the outlined grievance processes.

This assurance is given in consideration of and for the purpose of obtaining federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance under all programs or services and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the Recipient.

Name: Brian J. Coleman

Signature: 

Title: Chairman

Date: 27 OCT 2020



The County maintains a file for Title VI complaints, investigations and lawsuits.

**Record of Title VI Investigations, Complaints or Lawsuits**

	<b>Date (Month, Day, Year)</b>	<b>Summary (include basis of complaint: race, color, or national origin)</b>	<b>Status</b>	<b>Action(s) Taken</b>
<b>Investigations</b>				
1.				
2.				
3.				
4.				
5.				
6.				
<b>Lawsuits</b>				
1.				
2.				
3.				
4.				
5.				
6.				
<b>Complaints</b>				
1.				
2.				
3.				
4.				
5.				
6.				



## Title VI Discrimination / Complaint Form

### 1. COMPLAINANT'S INFORMATION

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First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone #: \_\_\_\_\_ Email Address: \_\_\_\_\_

### 2. ALLEGATIONS:

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You believe the discrimination you experienced is based on which of the following:  
select one or as many that apply:

☐ Race

☐ Color

☐ National Origin

☐ Age

☐ Disability

☐ Family or Religious

☐ Status

Other \_\_\_\_\_

Date and time of alleged discrimination: \_\_\_\_\_

Location of alleged discrimination: \_\_\_\_\_

Details: \_\_\_\_\_

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Please explain as clearly as possible what happened, date and time, it happened, and why you believe you were discriminated against. Please attached any additional documents as needed.

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### 3. WITNESSES:

**Witness 1:** First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone # Work: \_\_\_\_\_ Home: \_\_\_\_\_

\_\_\_\_\_ Cell: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Witness 2:** First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone # Work: \_\_\_\_\_ Home: \_\_\_\_\_

\_\_\_\_\_ Cell: \_\_\_\_\_

Email Address: \_\_\_\_\_

### 4. AFFIRMATION AND SIGNATURE:

I, \_\_\_\_\_,

(Your name here)

affirm that to the best of my knowledge In addition, belief the allegation(s) made by  
me on this complaint form is (are) true and based on fact.

\_\_\_\_\_  
Complainant's Signature

\_\_\_\_\_  
Date

Please submit your signed complaint form to via mail or hand delivery:

#### Complaints forms may be sent to:

June Randall, Human Resources Director  
3600 W. Sovereign Path  
Lecanto, FL, 34461  
Phone: (352) 527-5370  
Fax: (352) 527-5372  
Email: June.randall@citrusbocc.com

# NOTICE OF NONDISCRIMINATION

Citrus County, Florida complies with Federal civil rights laws and is committed to providing its programs and services without discrimination in accordance with:

- *Title VI of the Civil Rights Act of 1964*, which prohibits discrimination based on **race, color, or national origin** (including **language**).
- *Section 504 of the Rehabilitation Act of 1973*, which prohibits discrimination based on **disability**.
- *Title IX of the Education Amendments Act of 1972*, which prohibits discrimination based on **sex** in education programs or activities.
- *Age Discrimination Act of 1975*, which prohibits discrimination based on **age**.
- *U.S. Department of Homeland Security regulation 6 C.F.R. Part 19*, which prohibits discrimination based on **religion** in social service programs.

## To File a Complaint

If you think that Citrus County, Florida has failed to provide these services or discriminated in another way based on race, color, national origin (including language), disability, sex, or age, you can file a complaint in person or by mail, fax or email with June Randall, Human Resources Director.

You can also file a civil rights complaint with the U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL):

**E-mail:** [CRCLCompliance@hq.dhs.gov](mailto:CRCLCompliance@hq.dhs.gov) (fastest method to submit your complaint)

Phone: 202-401-1474

Toll Free: 1-866-644-8360

TTY: 202-401-0470

Toll Free TTY: 1-866-644-8361

**Fax:** 202-401-4708

### **U.S. Mail:**

Office for Civil Rights and Civil Liberties

U.S. Department of Homeland Security

Compliance Branch, Mail Stop # 0190

2707 Martin Luther King Jr Ave SE

Washington, DC 20528-0190

For additional information: [www.dhs.gov/crcl](http://www.dhs.gov/crcl) Phone: 202-401-1474 Toll-Free: 1-866-644-8360

## Information and Services for Persons with Disabilities and Persons with Limited English Proficiency

- Provides free aids and services, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, etc.), to communicate effectively with persons with disabilities.
- Provides free language services, such as qualified foreign language interpreters and information written in other languages, to ensure meaningful access to programs and activities for persons with limited English proficiency.

**If you need these services, please contact:** June Randall, Human Resources Director

# AVISO DE NO DISCRIMINACIÓN

Citrus County, Florida cumple con las leyes federales de derechos civiles y está comprometido a proporcionar programas y servicios libres de discriminación, de conformidad con:

- *Título VI de la Ley de Derechos Civiles de 1964*, que prohíbe la discriminación basada en la **raza, color, o nacionalidad** (incluido el **idioma**).
- *Artículo 504 de la Ley de Rehabilitación de 1973*, que prohíbe la discriminación basada en la **discapacidad**.
- *Título IX de la Ley de Enmiendas a la Educación de 1972*, que prohíbe la discriminación basada en el **sexo** en los programas o actividades educativos.
- *Ley de Discriminación por Edad de 1975*, que prohíbe la discriminación basada en la **edad**.
- *Normativa 6, Parte 19, del Código de Regulaciones Federales (C.F.R.) del Departamento de Seguridad de EE. UU.*, que prohíbe la discriminación basada en la **religión** en los programas de servicios sociales.

## Para presentar una queja

Si considera que Citrus County, Florida no ha proporcionado estos servicios, o ha discriminado de cualquier otra manera por motivos de raza, color, nacionalidad (incluido el idioma), discapacidad, sexo, o edad, puede presentar una queja en persona o por correo postal, fax o correo electrónico a: June Randall, Human Resources Director.

Asimismo, puede presentar una queja de derechos civiles ante la Oficina de Derechos Civiles y Libertades Civiles (CRCL) del Departamento de Seguridad Nacional de EE. UU.:

**Correo electrónico:** [CRCLCompliance@hq.dhs.gov](mailto:CRCLCompliance@hq.dhs.gov) (la forma más rápida de presentar su queja)

Telefono: 202-401-1474

Toll Free: 1-866-644-8360

TTY: 202-401-0470

Toll Free TTY: 1-866-644-8361

**Fax:** 202-401-4708

## Correo postal de EE. UU

Office for Civil Rights and Civil Liberties

U.S. Department of Homeland Security

Compliance Branch, Mail Stop # 0190

2707 Martin Luther King Jr Ave SE

Washington, DC 20528-0190

Para obtener más información: [www.dhs.gov/crcl](http://www.dhs.gov/crcl) Teléfono: 202-401-1474 Línea gratuita: 1-866-644-8360

## Información y servicios para personas con discapacidades o con dominio limitado del inglés

- Ofrece asistencia y servicios gratuitos, como servicio profesional de intérpretes de lengua de señas, e información escrita en otros formatos (letra grande, audio, electrónico, etc.) para permitir una comunicación eficiente con personas con discapacidades.
- Ofrece servicio gratuito de idiomas, como servicio profesional de intérpretes de idiomas extranjeros e información escrita en otros idiomas, para garantizar el acceso satisfactorio a programas y actividades para personas con dominio limitado del inglés.

**Si necesita estos servicios, comuníquese con:** June Randall, Human Resources Director