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# KNOX COUNTY TITLE VI MANAGEMENT POLICY

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KNOX COUNTY  
400 Main St., Suite 360, Knoxville, TN 37902

## KNOX COUNTY TITLE VI POLICY STATEMENT

Knox County assures that no person shall be excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any program or activity on the grounds of race, color or national origin as provided by Title VI of the Civil Rights Act of 1964, as amended and the Civil Rights Restoration Act of 1987.

In the event that Knox County distributes federal funds to another entity, Knox County will include Title VI language in all written agreements and will monitor for compliance.

The Title VI Compliance Coordinator for Knox County is responsible for initiating and monitoring Title VI activities, preparing required reports and other Knox County responsibilities required by any directives or regulations in the 23 Code of Federal Regulations. (CFR) 200 and 49 Code of Federal Regulations 21.

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Glenn Jacobs  
Knox County Mayor

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Date

## TITLE VI ORGANIZATION AND RESPONSIBILITIES

The Knox County Mayor is responsible for ensuring the implementation of the County's Title VI Compliance Program. The County Mayor has assigned the duties and responsibilities of Title VI compliance to the Title VI Compliance Coordinator position. This position is responsible for ensuring compliance with Title VI and the day-to-day management of the Title VI program.

### Title VI Compliance Coordinator Responsibilities

The Title VI Compliance Coordinator is charged with the responsibility for implementing, monitoring and ensuring Knox County's compliance with Title VI regulations. Title VI responsibilities are as follows:

1. Ensure that all new employees receive Title VI training during new hire orientation.
2. Make available and mandate annual Title VI training for all employees.
3. Ensure that procedures are in place for informing all service recipients of their rights under Title VI and how to file a discrimination complaint.
4. Ensure that Title VI notifications (in English and other languages) are displayed and distributed throughout the agency.
5. As part of quality assurance, conduct internal monitoring activities to ensure staff compliance with Title VI.
6. Coordinate, facilitate, and monitor the compliant complaint process for Knox County.
7. Submit the Title VI annual self-survey and other required documents.
8. All other duties as necessary to ensure agency compliance with Title VI regulations.

In addition to the Title VI Compliance Coordinator, Knox County departments, agencies and special emphasis programs will designate a Title VI Coordinator. The Coordinators will be responsible for ensuring compliance, program monitoring, reporting, and education within their respective department/programs. Additional Coordinators will be determined as needed. The Title VI Compliance Coordinator will meet annually with all the Title VI Coordinators to discuss issues regarding program implementation and compliance monitoring within the County.

## DISCRIMINATORY PRACTICES

Prohibited practices include but are not limited to:

- Denying a person any service, financial aid, or benefits because of race, color, or national origin.
- Providing a different service or benefit, or providing these in a different manner from those provided
- to others in the program.
- Requiring different standards or conditions prerequisites for serving individuals.
- Locating facilities in any way that would limit or impede access to a federally funded service or benefit.
- Failing to make allowances for language or education difficulties.

## COMPLAINT OF DISCRIMINATION PROCEDURES

Any individual alleging discrimination based on race, color or national origin has the right to file a complaint within 180 days of the alleged discriminatory act. It should be in writing and submitted to the Title VI Compliance Coordinator for Knox County located at 400 Main Street, Suite 360, Knoxville, TN 37902.

### **The Complaint Process:**

- A. All formal complaints should be submitted in writing to the Coordinator using the “Discrimination Complaint Form” (Appendix Form) within 180 days of the alleged discriminatory event or practice. The Coordinator will review the complaint for sufficiency and notify the complaining party within thirty (30) days of receipt.
- B. Any verbal complaints received by the Coordinator or Knox County staff will be recorded using the “Discrimination Complaint Form” (Appendix Form) and submitted to the Coordinator.
- C. Copies of the complaint will be provided to the responsible department or director. The original documentation of all complaints, investigations, findings, recommendations, agreements and other correspondence will be retained by the Coordinator.
- D. The Coordinator will determine whether a preliminary review or full investigation is appropriate. If a full investigation is warranted, the Coordinator will inform all interested parties. A summary of the analyses and findings will be provided to the complainant and to the respondent.
- E. Complaints, whether written or verbal, must contain the following information:
  - Name, address, email and telephone number of the complainant as well as contact info for possible witnesses
  - The grounds for the complaint, location and name of the entity delivering the service, and the date the alleged discriminatory practice took place.