

2025

Title VI
Implementation
Plan

City of Terre Haute

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INTRODUCTION

This Title VI Implementation Plan is a part of the City of Terre Haute continual and ongoing effort to proactively meet and exceed the minimum compliance requirements established under Title VI of the Civil Rights Act of 1964 (Title VI), 49 CFR § 26, and the related anti-discrimination statutes and regulations. With this Implementation Plan, the City of Terre Haute seeks to provide continued transparency, clarity and technical guidance for internal and external constituents regarding its Title VI program.

CITY OF TERRE HAUTE TITLE VI NON-DISCRIMINATION NOTICE & POLICY

The City of Terre Haute values each individual's civil rights and wishes to provide equal opportunity and equitable service for the citizens of this state. As a recipient of federal funds, the City of Terre Haute conforms to Title VI and all related statutes, regulations, and directives, which provide that no person shall be excluded from participation in, denied benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance from the City of Terre Haute on the grounds of race, color, age, sex, sexual orientation, gender identity, disability, national origin, religion, income status or limited English proficiency. The City of Terre Haute further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, regardless of whether those programs and activities are federally funded.

It is the policy of the City of Terre Haute to comply with Title VI of the Civil Rights Act of 1964; Title VII of the Civil Rights Act of 1964, 42 U.S.C. § 2000e; Age Discrimination Act of 1975, 42 U.S.C. §§ 6101-6107; Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, 42 U.S.C. §§ 4601-4655; 1973 Federal Aid Highway Act, 23 U.S.C. § 324; Title IX of the Education Amendments of 1972, Pub. L. No. 92-318, 86 Stat. 235; Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. §§ 701 *et seq.*; Civil Rights Restoration Act of 1987, Pub. L. No. 100-259, 102 Stat. 28; Americans with Disabilities Act of 1990, 42 U.S.C. §§ 12101 *et seq.*; Title VIII of the Civil Rights Act 1968, 42 U.S.C. §§ 3601-3631; Exec. Order No. 12898, 59 Fed. Reg. 7629 (1994) (Federal Actions to Address Environmental Justice in Minority Populations and Low-income Populations); and Exec. Order No. 13166, 65 Fed. Reg. 50121 (2000) (Improving Access to Services for Persons with Limited English Proficiency).

The Civil Rights Restoration Act of 1987, Pub. L. No. 100-259, 102 Stat. 28, broadened the scope of Title VI coverage by expanding the definition of terms "programs or activities" to include all programs or activities of federal-aid recipients, subrecipients and contractors/consultants, regardless of whether such programs and activities are federally assisted.

Pursuant to the requirements of Section 504 of the Rehabilitation Act of 1973, Pub. L. No. 93-112, 87 Stat. 355, the City of Terre Haute hereby gives assurance that no qualified person with a disability shall, solely by reason of disability, be excluded from participation in, be denied the benefits of or otherwise be subjected to discrimination, including discrimination in employment, under any program or activity that receives or benefits from this federal financial assistance.

The City of Terre Haute also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies and activities on minority and low-income populations. In addition, the City of Terre Haute will take reasonable steps to provide meaningful access to services for persons with limited English proficiency (LEP). The City of Terre Haute will, where necessary and appropriate, revise, update and incorporate nondiscrimination requirements into appropriate manuals, directives and regulations.

Whenever the City of Terre Haute distributes federal-aid funds to a second-tier subrecipient, the City of Terre Haute will include Title VI language in all written agreements.

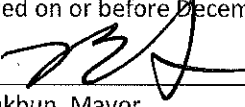
The following individual has been identified as the City of Terre Haute's Title VI and ADA Coordinator and is responsible for initiating and monitoring Title VI activities, preparing reports and performing other responsibilities, as required by 23 C.F.R. § 200 and 49 C.F.R. § 21.

Anne-Therese Ryan, Human Relations Commission Director
Title VI / ADA Program Manager
17 Harding Ave.
Terre Haute, IN 47807
Human.Relations@TerreHaute.IN.Gov

The City of Terre Haute affirms its commitment to nondiscrimination annually by publishing its Annual Title VI Implementation Plan and reaffirming its Assurances of Nondiscrimination, incorporated herein (see next page).

TITLE VI ASSURANCES & IMPLEMENTATION

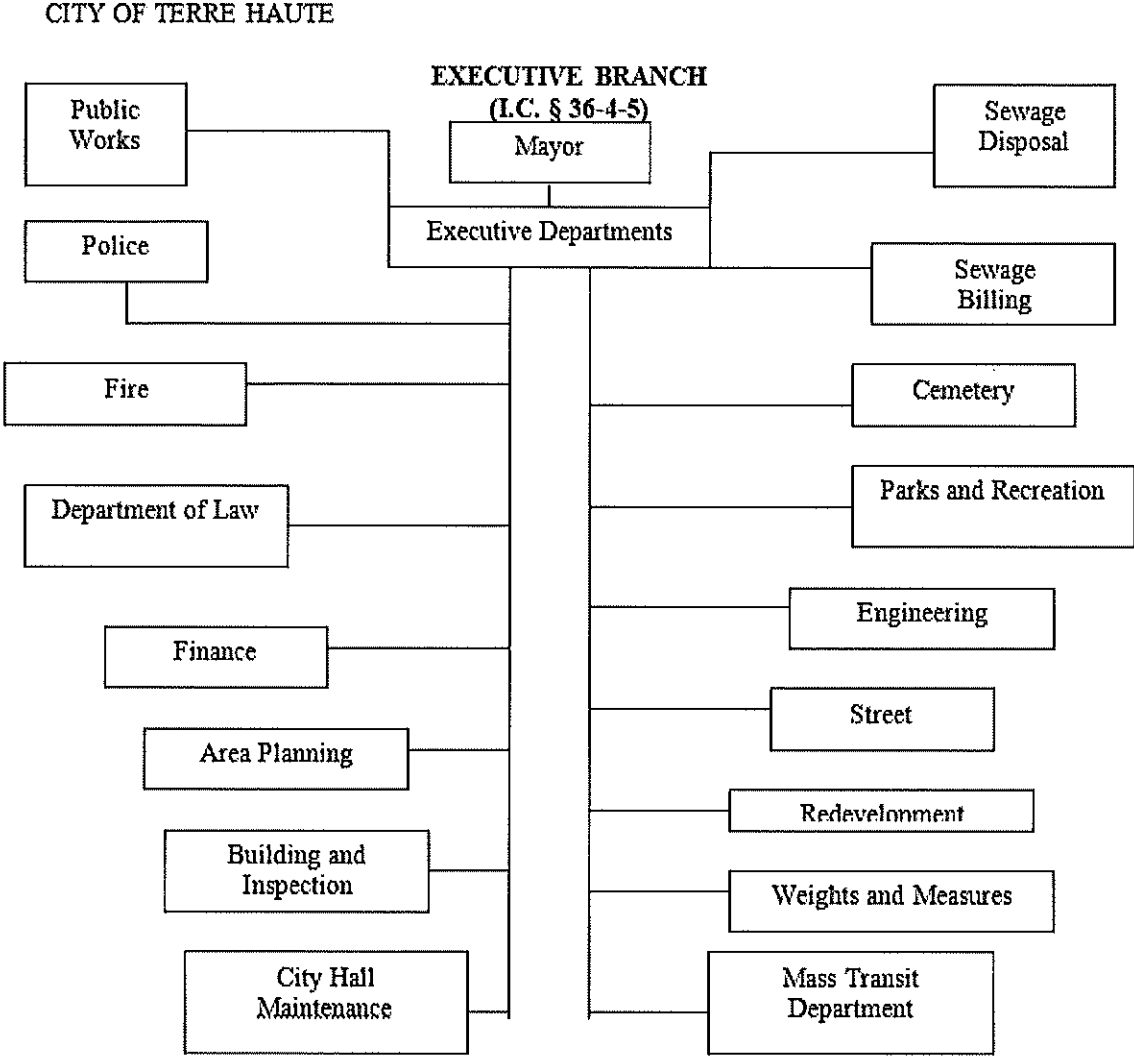
Fully executed Assurances are included in [Supplementary Information I](#) and integrated into this document. This Title VI Implementation Plan has been adopted, implemented, and is being adhered to by the City of Terre Haute. The City of Terre Haute has implemented this plan by passage through its executive officer and it is effective for 2025. This plan will be renewed on or before December 31, 2025.

Signed by:  _____
Brandon Sakbun, Mayor

Date: 12-16-24

The individual above is a duly authorized representative of the City of Terre Haute.

CITY OF TERRE HAUTE ORGANIZATION AND STAFFING



COMPLAINTS OF DISCRIMINATION

COMPLAINT POLICY

It is the policy of the City of Terre Haute to comply with this document's outlined process of forwarding all complaints related to unlawful discrimination to INDOT within 10 days of receipt. Furthermore, the City will internally investigate any allegation of unlawful discrimination from any branch of City Government and take prompt effective corrective action when a claim of discrimination is substantiated.

HOW TO FILE A COMPLAINT?

While a Complainant may preliminarily submit his or her complaint by online form submission, mail, facsimile, or email to the Title VI Coordinator, a signed, original copy of the complaint must be mailed to the Title VI Coordinator to officially begin the complaint process. Any person with a disability may request to file his or her complaint using an alternative format. The City of Terre Haute does not require a Complainant to use the City of Terre Haute complaint form when submitting his or her complaint.

Direct all complaints of discrimination pursuant to Title VI to:

Anne-Therese Ryan, Title VI Coordinator
17 Harding Ave.
Terre Haute, IN 47807
Human.Relations@TerreHaute.IN.Gov
812-244-5611

ELEMENTS OF A COMPLETE COMPLAINT

A complaint must be both written and signed to be complete. Verbal complaints must be reduced to writing and provided to the Complainant for confirmation, review and signature before processing. The complaint form is available for download from the City of Terre Haute website at:
<https://www.terrehaute.in.gov/departments/human/title-vi>

Additionally, a complaint must include the following information:

- The full name and address of the Complainant;
- The full name and address of the Respondent, the individual, agency, department or program that allegedly discriminated against Complainant; and
- A description of the alleged discriminatory act(s) that violated Title VI (i.e., an act of intentional discrimination or one that has the effect of discriminating on the basis of race, color, national origin, sex, age or disability) and the date of occurrence.

PROCESSING COMPLAINTS

The Title VI Coordinator will process all complaints. The Title VI Coordinator is responsible for:

- The Title VI Coordinator will review the complaint upon receipt to ensure that all required information is provided, the complaint meets the filing deadline date which is 180 days from the date the alleged discriminatory act occurred, and falls within the jurisdiction of the City.
- If the complaint is against the City then the Title VI Coordinator will send the complaint to the Indiana Department of Transportation within 10 days of receiving the complaint. Additionally, a copy of the complaint will be forwarded to the City Attorney.
- The Indiana Department of Transportation will send the complaint to the FHWA within three days of receiving the complaint.
- If the complaint warrants a full investigation, the Complainant will be notified in writing. This notice will name the investigator and/or investigating agency.
- The party alleged to have acted in a discriminatory manner will also be notified in writing as of the complaint. This letter will also include the investigator's name and will request that this party be available for an interview.
- Once the investigating agency has investigated the report findings, they will adopt a final resolution.
- All parties associated with the complaint will be properly notified of the outcome of the investigative report.
- If the complainant is not satisfied with the results of the investigation of the alleged discriminatory practice(s), she/he shall be advised of their right to appeal the decision. Appeals must be filed within 180 days after the final resolution. Unless new facts not previously considered come to light, reconsideration of the determination will not be available.
- The foregoing complaint resolution procedure will be implemented in accordance with the Department of Justice guidance manual entitled "Investigation Procedures Manual for the Investigation and Resolution of Complaints Alleging Violations of Title VI and Other Nondiscrimination Statutes," available online at: <http://www.justice.gov/crt/about/cor/Pubs/manuals/complain.pdf>

ENVIRONMENTAL JUSTICE AND ANALYSIS REPORTS

In accordance with Title VI of the Civil Rights Act of 1964, each Federal agency shall ensure that all programs or activities receiving Federal financial assistance that affect human health or the environment do not directly, or through other arrangements, use criteria, methods, or practices that discriminate on the basis of race, color, or national origin. Part of Title VI reads, "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 subject to discrimination under any program or activity receiving Federal financial assistance."

The City of Terre Haute is committed to these three environmental justice principles in all work that the City performs:

- To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations;
- To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process; and

- To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority populations and low-income populations.

LIMITED ENGLISH PROFICIENCY POLICY

On August 11, 2000, the President signed an executive order, Executive Order 13166: Improving Access to Service for Persons with Limited English Proficiency (LEP), to clarify Title VI of the Civil Rights Act of 1964. It has as its purpose, to ensure meaningful access to programs and services to otherwise eligible persons who are not proficient in the English language. In addition, The US Department of Transportation published Policy Guidance Concerning Recipients' responsibilities to Limited English Proficient Person in the December 14, 2005 Federal Register. This guidance outlines the following four factors that the City uses to access the LEP populations in the City of Terre Haute.

1. The number and proportion of LEP persons eligible to be served or likely to be encountered by the City.
2. The frequency with which LEP individuals come into contact with the program, activity or service.
3. The nature and importance of the program, activity, or service provided by the program.
4. The resources available to the City and costs.

In addition, the City of Terre Haute has not implemented the safe harbor provision whereby it identifies and translate all vital documents into any language where the 5% threshold is met whereby 5% or more of the population in the county both:

- Does not speak English very well AND
- Primarily speaks another specific language as identified in current census data or other publically available records

SUMMARY OF THE FOUR-FACTOR ANALYSIS

FACTOR 1:

The number and proportion of LEP persons eligible to be served or likely to be encountered by the City can only be estimated until the actual number of persons who can speak English less than "very well" are documented as needing assistance by City Staff . With this Title VI Plan being in early development stages and considered a document that may need regular updates, US Census Bureau information is being used at this time. The total population is provided below to shown general distribution of race and ethnicity in the community. The estimated number of persons that may not speak English "very well" is following in the US Census Bureau 2006-2010 American Community Survey.

The U.S. Census Bureau provides statistics from 2020 for the City of Terre Haute as follows:

Total population = 58,389

Population by Ethnicity:

Hispanic or Latino = 3.9%

Population by Race:

White = 78.7%, African American = 10.8%, Asian = 1.7%, American Indian or Alaska Native = 0.4%, Native Hawaiian and Pacific Islander = 0.0%, Identified by two or more = 6.1%; %, Some Other Race = 1.9%

The US Census Bureau 2018-2022 American Community Survey 5-Year Estimates under SELECTED SOCIAL CHARACTERISTICS estimates the number of people in City of Terre Haute who are 5 years old and over to be 55,382. The survey estimates the number of individuals who speak a language other than English to be 3,413 with those speaking English less than "very well" estimated at 1.7% or approximately 956 individuals who may be considered limited in English proficiency. The margin of error is +/-0.4 so the actual number may fluctuate from 669 to 1,243 individuals.

According to the census numbers above there may be up to 1,243 individuals who live in the City of Terre Haute that may be considered as LEP. Based on actual contact between City Staff and the community there have been very few requests from anyone in the service area asking the City to provide language translation services. Therefore, the LEP population is probably even less than the estimate shown above.

FACTOR 2:

The frequency with which LEP individuals come into contact with the program, activity or service:

Due to the infrequent requests for translation services, there appears to be a minimal need for translation services from the City. This may be attributed to the high percentage of younger people (87.6% for ages up to 17) who are available as family members for translation services.

FACTOR 3:

The nature and importance of the program, activity, or service provided by the program:

If at any time a LEP individual requests translation services that are considered important such that denial or delay of access or services or information could have serious or even life-threatening implications, the City will provide, upon request, services to assist the LEP population including translation of vital City documents and interpretation services.

FACTOR 4:

The resources available to the City and costs:

The City of Terre Haute has state and federal resources available for translation purposes at little to no cost. The State of Indiana has multiple QPAs with translation services that are available for local municipal governments to use in finding translation and interpretation services.

The City of Terre Haute also has several staff members who are bilingual who can assist in interpreting when needed.

SUMMARY OF LEP ACCOMMODATION PLAN

- The City of Terre Haute strives to serve its population to the best of its ability and will provide upon request, services to assist the LEP population including translation of vital documents and interpretation services deemed necessary to provide meaningful access to City services.
- A U.S. Census Bureau I Speak card is available as part of this document. This card allows LEP individuals to communicate their preferred language to City Staff whereas City Staff may then access a translation service as determined by the City.
- The City of Terre Haute utilizes a voluntary public involvement survey to collect information regarding persons affected by proposed projects. The survey permits respondents to remain anonymous, while voluntarily answering questions regarding their gender, ethnicity, race, age, sex, disability status, and household income. Once the survey data has been collected, it will be reviewed and then the survey will be placed in a file for future reference. In the case enough surveys are collected over time to show a significant increase in LEP populations, the City may consider changes to their LEP policy. Completed surveys shall be retained for a period of three years from the date of the meeting and/or completion of the related project, if applicable.
- The City reviews written Title VI complaints and ensures every effort is made to resolve complaints informally at the local or regional level and review and update the City's Title VI plan and procedures as required.
- Staff for the City will be provided training on the requirements for providing meaningful access to services for LEP persons and new employees will receive the same training.

TITLE VI TRAINING

EMPLOYER/EMPLOYEE DISSEMINATION AND TRAINING

At the time of Hire (and annually to all employees if applicable): Title VI policy education and literature is provided to all City of Terre Haute employees in the City's Employee Handbook. City of Terre Haute employees are required to sign an acknowledgement of receipt indicating they have received and reviewed the entire handbook including the Title VI policy guidelines at the time of hire or when the Handbook has been revised. Employees will be provided with updated education and literature as the City of Terre Haute deems necessary.

Ongoing Training provided to current employees: Department heads receive training annually. Employees working with the public and in customer service roles will also receive annual training. Training will consist of videos and/or instructor led-workshops and will be provided in person and via recording.

Employees will be expected to follow the Title VI policy and the guidelines set forth. In addition, City of Terre Haute employees should make every effort to alleviate any barriers to service or public use that would restrict public access

or usage, take prompt and reasonable action to avoid or minimize discrimination incidences and immediately notify the Title VI Coordinator, in writing, of any questions, complaints or allegations of discrimination.

PUBLIC INVOLVEMENT

DATA COLLECTION

Pursuant to 23 CFR 200.9(b) (4), the City of Terre Haute shall collect and analyze statistical information regarding demographics to assist in monitoring and ensuring nondiscrimination in all of its programs and activities.

The type of data collected is dependent on the program area's objective. The City of Terre Haute collects various types of data to ensure compliance with Title VI. Some information is collected for a period of time with the objective of determining what data needs to be collected.

The following types of data are currently being collected or analyzed by the City of Terre Haute:

- Census Data
- Complaints received, logged, processed and investigated by the City of Terre Haute
- Environmental Justice analysis and reports
- Limited English Proficiency reports
- Title VI Training
- Public Involvement Surveys
- Records of meeting minutes and discussions related to Title VI in all program areas.
- The City of Terre Haute collects data related to specific program areas being reviewed this year for disparate/disproportionate impacts or other evidence of potential discrimination or discriminatory outcomes.

VOLUNTARY PUBLIC INVOLVEMENT SURVEYS

The City of Terre Haute shall utilize a voluntary Title VI public involvement survey that will be available at all public hearings and meetings. The survey will allow respondents to remain anonymous. The survey will ask questions regarding the respondent's gender, ethnicity, race, age, income and if they are disabled. The facilitator of the public hearings and meetings will make an announcement at the beginning of the meeting informing attendees of the survey and its purpose and a request will be made for the attendees to complete the voluntary survey.

Completed surveys will be retained by the Title VI Coordinator for three (3) years.

The Title VI Coordinator will also collect and report statistical data for the past three (3) years as it relates to the number of federally funded projects, complaints filed and the results of those complaints, any requests for language services, demographic statistics and department compliance reviews.

COMMUNITY INVOLVEMENT AND OUTREACH

The City of Terre Haute is committed to ensuring that community involvement and outreach is done in a respectful and appropriate manner that will allow for diverse involvement. Public meetings, programs and activities will provide equitable opportunities for participation.

PUBLIC MEETINGS

The City of Terre Haute hosts frequent meeting that are open to the public. Any meetings that are open to the public are published in the local newspaper.

All City of Terre Haute public meetings are held in locations accessible to individuals with disabilities. Upon request, translators can be provided free of charge to those individuals with limited English proficiency. Auxiliary aids are also available upon request. Requests must be made within forty-eight (48) hours in advance.

Also published on the City of Terre Haute website are various meeting agenda's, meeting minutes, notices, events and news. Some departments within City of Terre Haute utilize signage, media and social media websites as another avenue to communicate with the community.

EFFECTIVE COMMUNICATION AND PARTICIPATION NOTIFICATION POLICY

It is the policy of the City of Terre Haute, in compliance with Title VI of the Civil Rights Act, to notify individuals of their opportunity to request an auxiliary aid or service for effective communication, or a modification of policies or procedures for effective participation in a public meeting, program, service, or activity. The City of Terre Haute will include the following clause in official public notices and agendas for meetings, programs, services, or activities provided by the City of Terre Haute:

Any individual who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a public meeting, program, service, or activity of the City of Terre Haute, should contact the City of Terre Haute Human Relations Office at (812) 244-5611, as soon as possible, but no later than 48 hours before the scheduled event.

REVIEW OF PROGRAM AREA

This section outlines annual goals set forth by City of Terre Haute to comply with Title VI requirements and statutes. This list will be monitored for updates and additions.

2024 ACCOMPLISHMENTS

Accomplishments	Completion Date
Continued Implementation of City's ADA Transition Plan.	Ongoing
Routinely reviewed complaints of barriers, developed response plans and remedied requests	Ongoing
Continued to intake, log, and refer complaints of discrimination	Ongoing
Created Title VI Page on City Website	February 2024
Published Title VI Policy on City Website	February 2024
Published Title VI Implementation Plan on City Website	February 2024
Created ADA Page on City Website	July 2024
City's ADA/Title VI Coordinator attended completed 43 hours of training related to ADA and Title VI compliance	August 2024
City's ADA/Title VI Coordinator attended INDOT's Title VI/ADA Training	August 2024
City's Right of Way Inspectors attended INDOT's Title VI/ADA Training	August 2024
City's ADA/Title VI Coordinator became a certified ADA Coordinator through the ACTCP Program.	August 2024
Spent \$1,107,620 on sidewalk, curb ramp, road and general right of way improvements projects.	December 2024

2025 GOALS

Goals	Target Completion Date
Routinely review complaints of barriers, develop response plans, and remedy requests	Ongoing
Continued to intake and log complaints of discrimination	Ongoing
Continue Implementation of City's ADA Transition Plan	Ongoing
Develop GIS Map of all City Sidewalks and Curb Ramps with markers indicating status related to ADA Transition Plan	September 2025
Create digital complaint form and publish on website	September 2025
ADA/Title VI Coordinator will attend 10 hours of ADA and Title VI trainings throughout the year	December 2025
Spend \$1,000,000 on sidewalk, curb ramp, road and general right of way improvements projects.	December 2025

SUPPLEMENTARY INFORMATION

- I. Assurances
- II. Complaint Policy
- III. Complaint Log
- IV. External Complaint Procedure/Form
- V. Public Involvement Survey
- VI. Title VI Training
- VII. LEP Training
- VIII. I Speak Cards

I. ASSURANCES

TITLE VI ASSURANCES

The **City of Terre Haute** (hereinafter referred to as the "Recipient") HEREBY AGREES THAT as a condition to receiving any Federal financial assistance from the Department of Transportation and the Federal Highway Administration, it will comply with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d-42 U.S.C. 2000d-4 (hereinafter referred to as the Act), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations (CFR), Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964, Title 23 Code of Federal Regulations, Part 200, Title VI Program and Related Statutes – Implementation and Review Procedures (hereinafter referred to as the Regulations) and other pertinent nondiscrimination authorities and directives, to the end that in accordance with the Act, Regulations, and other pertinent nondiscrimination authorities and directives, no person in the United States shall, on the grounds of religion, race color, or national origin, sex (23 USC 324), sexual orientation, gender identity (Executive Order 13672), age (42 USC 6101), disability/handicap (29 USC 790) and low income (Executive Order 12898) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Recipient receives Federal financial assistance from the Department of Transportation, including the Federal Highway Administration, and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This assurance is required by Title 49 Code of Federal Regulations, subsection 21.7(a)(1) and Title 23 Code of Federal Regulations, section 200.9(a) (1) of the Regulations, copies of which are attached.


More specifically and without limiting the above general assurance, the Recipient hereby gives the following specific assurances with respect to its Federal Aid Highway Program.

1. That the Recipient agrees that each "program" and each "facility as defined in 49 CFR subsections 21.23(e) and (b) and 23 CFR 200.5(k) and (g) of the Regulations, will be (with regard to a "program") conducted, or will be (with regard to a "facility") operated in compliance with all requirements imposed by, or pursuant to, the Regulations.
2. That the Recipient shall insert the following notification in all solicitations for bids for work or material subject to the Regulations and made in connection with all Federal-Aid Highway Programs and, in adapted form in all proposals for negotiated agreements:

The Indiana Department of Transportation (INDOT), in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office the Secretary, Part 21, Nondiscrimination in Federally assisted programs of the Department of Transportation and Title 23 Code of Federal Regulations, Part 200, Title VI Program and Related Statutes, issued pursuant to such Acts, hereby notifies all bidders that it will affirmatively insure that in any contact entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of religion, race, color, national origin, sex, sexual orientation, gender identity, age, disability/handicap and low income in consideration for an award.

3. That the Recipient shall insert the clauses of Appendix A of this assurance in every contract subject to the Acts and the Regulations.
4. That the Recipient shall insert the clauses of Appendix B of this assurance, 'as a covenant running with the land, in any deed from the United States effecting a transfer of real property, structures, or improvements thereon, or interest therein.
5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the assurance shall extend to the entire facility and facilities operated in connection therewith.
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the assurance shall extend to rights to space on, over or under such property.
7. That the Recipient shall include the appropriate clauses set forth in Appendix C of this assurance, as a covenant running with the land, in any future deeds, leases, permits, licenses, and similar agreements entered into by the Recipient with other parties: (a) for the subsequent transfer of real property acquired or improved under the Federal-Aid Highway Program; and (b) for the construction or use of or access to space on, over or under real property acquired, or improved under the Federal-Aid Highway Program.
8. That this assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property or interest therein or structures or improvements thereon, in which case the assurance obligates the Recipient or any transferee for the longer of the following periods: (a) the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the Recipient retains ownership or possession of the property.
9. The Recipient shall provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he delegates specific authority to give reasonable guarantee that it, other recipients, subgrantees, contractors, subcontractors, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Act, the Regulations and this assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations, and this assurance.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the Recipient Department of Transportation under the Federal-Aid Highway Program and is binding on it, other recipients, subgrantees, contractors, subcontractors, transferees, successors in interest and other participants in the Federal-Aid Highway Program. The person or persons whose signatures appear below are authorized to sign this assurance on behalf of the Recipient


Signature

12-16-24
Date

APPENDIX A

During the performance of this contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

- (1) **Compliance with Regulations:** The contractor shall comply with the Regulation relative to nondiscrimination in Federally-assisted programs of the Department of Transportation (hereinafter, "DOT") Title 49, Code of Federal Regulations, Part 21, and the Federal Highway Administration (hereinafter "FHWA") Title 23, Code of Federal Regulations, Part 200 as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this contract.
- (2) **Nondiscrimination:** The Contractor, with regard to the work performed by it during the contract, shall not discriminate on the grounds of religion, race, color, national origin, sex, sexual orientation, gender identity, age, disability/handicap and low income in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor shall not participate either directly or indirectly in the discrimination prohibited by 49 CFR, section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.
- (3) **Solicitations for Subcontractors, Including Procurements of Materials and Equipment:** In all solicitations either by competitive bidding or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the contractor of the contractor's obligations under this contract and the Regulations relative to nondiscrimination on the grounds of religion, race, color, national origin, sex, sexual orientation, gender identity, age, disability/handicap and low income.
- (4) **Information and Reports:** The contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Indiana Department of Transportation (INDOT) or the FHWA to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish this information the contractor shall so certify to INDOT or the FHWA as appropriate, and shall set forth what efforts it has made to obtain the information.
- (5) **Sanctions for Noncompliance:** In the event of the contractor's noncompliance with the nondiscrimination provisions of this contract, INDOT shall impose such contract sanctions as it or the FHWA may determine to be appropriate, including, but not limited to:
 - (a.) withholding of payments to the contractor under the contract until the contractor complies, and/or
 - (b.) cancellation, termination or suspension of the contract, in whole or in part.
- (6) **Incorporation of Provisions:** The contractor shall include the provisions of paragraphs (1) through (6) in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto.

The contractor shall take such action with respect to any subcontract or procurement as INDOT or the FHWA may direct as a means of enforcing such provisions including sanctions for non-compliance: Provided, however, that, in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the contractor may request the Indiana Department of Transportation to enter into such litigation to protect the interests of the Indiana Department of Transportation and, in addition, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

APPENDIX B

The following clauses shall be included in any and all deeds effecting or recording the transfer of real property, structures or improvements thereon, or interest therein from the United States.

(GRANTING CLAUSE)

NOW, THEREFORE, the Department of Transportation, as authorized by law, and upon the condition that the Indiana Department of Transportation will accept title to the lands and maintain the project constructed thereon, in accordance with Title 23, United States Code of Federal Regulations, the Regulations for the Administration of Federal-Aid Highway Programs and the policies and procedures prescribed by FHWA, also in accordance with and in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the Department of Transportation and Title 23 Code of Federal Regulations, Part 200, Title VI Program and Related Statutes (hereinafter referred to as the Regulations) pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto the Indiana Department of Transportation all the right, title and interest of the Department of Transportation in and to said lands described in Exhibit "A" attached hereto and made a part hereof.

(HABENDUM CLAUSE)

TO HAVE AND TO HOLD said lands and interests therein unto the Indiana Department of Transportation and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and shall be binding on the Indiana Department of Transportation its successors and assigns.

The Indiana Department of Transportation, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person shall on the grounds of religion, race, color, national origin, sex, sexual orientation, gender identity, age, disability/handicap and low income be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located wholly or in part on over or under such lands hereby

conveyed [,] (and)* (2) that the Indiana Department of Transportation shall use the lands and interests in lands and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964, Title 23 Code of Federal Regulations, Part 200, Title VI Program and Related Statutes – Implementation and Review Procedures, and as said Regulations may be amended [,] and (3) that in the event of breach of any of the above-mentioned nondiscrimination conditions, the Department shall have a right to re-enter said lands and facilities on said land, and the above described land and facilities shall thereon revert to and vest in and become the absolute property of the Department of Transportation and its assigns as such interest existed prior to this instruction

APPENDIX C

The following clauses shall be included in all deeds, licenses, leases, permits, or similar instruments entered into by the Indiana Department of Transportation (INDOT) pursuant to the provisions of Assurance 7(a).

The (grantee, licensee, lessee, permittee, etc., as appropriate) for himself, his heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree [in the case of deeds and leases add "as a covenant running with the land"] that in the event facilities are constructed, maintained, or otherwise operated on the said property described in this (deed, license, lease, permit, etc.) for a purpose for which a Department of Transportation program or activity is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) shall maintain and operate such facilities and services in compliance with all other requirements imposed pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964, Title 23 Code of Federal Regulations, Part 200, Title VI Program and Related Statutes – Implementation and Review Procedures, and as said Regulations may be amended.

[include in licenses, leases, permits, etc.][†]

That in the event of breach of any of the above nondiscrimination covenants, INDOT shall have the right to terminate the [license, lease, permit, etc.] and to re-enter and repossess said land and the facilities thereon, and hold the same as if said [licenses, lease, permit, etc.] had never been made or issued.

* Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to effectuate the purposes of Title VI of the Civil Rights Act of 1964

† Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to effectuate the purposes of Title VI of the Civil Rights Act of 1964

[Include in deed.][‡]

That in the event of breach of any of the above nondiscrimination covenants, Indiana Department of Transportation shall have the right to re-enter said lands and facilities thereon, and the above described lands and facilities shall thereupon revert to and vest in and become the absolute property of INDOT and its assigns.

II. COMPLAINT POLICY

POLICY

It is the policy of the City of Terre Haute to comply with this document's outlined process of forwarding all complaints related to unlawful discrimination to INDOT within 10 days of receipt. Furthermore, the City will internally investigate any allegation of unlawful discrimination from any branch of the City Government and take prompt effective corrective action when a claim of discrimination is substantiated.

Any person who believes that he or she as a member of a protected class, has been discriminated against based on race, color, national origin, gender, age, disability, religion, low-income status, or Limited English Proficiency in violation of Title VI of the Civil Rights Act of 1964, as amended and its related statutes, regulations and directives, Section 504 of the Vocational Rehabilitation Act of 1973, Americans with Disabilities Act of 1990, as amended, the Civil Rights Restoration Act of 1987, as amended, and any other Federal nondiscrimination statute may submit a complaint. A complaint may also be submitted by a representative on behalf of such a person.

No one may intimidate, threaten, coerce, or engage in other discriminatory conduct against anyone because they have taken action or participated in an action to secure rights protected by the civil rights laws. Any individual alleging such harassment or intimidation may submit a complaint by following the procedure printed below.

Any individual who feels that he or she has been discriminated against may submit a written or verbal complaint. The complaint may be communicated to any City supervisor or to the City's Human Relations Commission. The complaint should be submitted within 180 days of the alleged discrimination. Complaint forms may be found on the City of Terre Haute website. Individuals are not required to use the City's complaint form. If necessary, the City will help an individual reduce his or her complaint to writing for his or her signature.

Generally a complaint should include the name, address and telephone number of the individual complaining (complainant) and a brief description of the alleged discriminatory conduct including the date of harm. An individual submitting a complaint alleging discrimination may include any relevant evidence, including the names of witnesses and supporting documentation.

[‡] Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to effectuate the purposes of Title VI of the Civil Rights Act of 1964

Complaints should be directed to:

Anne-Therese Ryan, Title VI Coordinator
17 Harding Ave. Terre Haute, IN 47807
812-244-5611
Human.Relations@TerreHaute.IN.Gov

Within 10 days of the receipt of the complaint the City will forward the complaint to the Indiana Department of Transportation.

A complainant's identity shall be kept confidential except to the extent necessary to conduct an investigation. All complaints shall be kept confidential.

These procedures do not deny the right of any individual to file a formal complaint with any government agency or affect an individual's right to seek private counsel for any complaint alleging discrimination.

Complaints may also be filed with the following government agencies:

Indiana Department of Transportation
Economic Opportunity Division
100 N. Senate, Room N750
Indianapolis, IN 46204
Phone: (317) 233-6511
Fax: (317) 233-0891

Indianapolis District EEOC Office
115 W. Washington St., South Tower Suite 600
Indianapolis, IN 46204 Phone: (800) 669-4000
Fax: (317) 226-7953
TTY: 1 (800) 669-6820

Indiana Civil Rights Commission
100 N. Senate Ave., Room N300
Indianapolis, IN 46204
Toll Free: 1 (800) 628-2909
Phone: (317) 232-2600
Fax: (317) 232-6560
Hearing Impaired: 1 (800) 743-3336

IV. EXTERNAL COMPLAINT PROCEDURE

INSTRUCTIONS:

The purpose of this form is to help any person interested in filing a discrimination complaint with the City of Terre Haute. You are not required to use this form. You may write a letter with the same information, sign it, and return it to the address below. All bold items must be completed for your complaint to be investigated. Failure to provide complete information may impair the investigation of your complaint.

Title VI of the Civil Rights Act of 1964, as amended and its related statutes and regulations (Title VI) prohibit discrimination on the basis of race, color, national origin, sex, age, disability/handicap, or income status in connection with programs or activities receiving federal financial assistance for the United States Department of Transportation, Federal Highway Administration, and/or Federal Transit Administration. These prohibitions extend to the City of Terre Haute as a sub-recipient of federal financial assistance.

Upon request, assistance will be provided if you are an individual with a disability or have limited English proficiency. Complaints may also be filed using alternative formats such as computer disk, audiotape, or Braille.

You also have the right to file a complaint with other state or federal agencies that provide federal financial assistance to the City of Terre Haute. Additionally, you have the right to seek private counsel.

The City of Terre Haute is prohibited from retaliating against any individual because he or she opposed an unlawful policy or practice, filed charges, testified, or participated in any complaint action under Title VI or other nondiscrimination authorities.

Please make a copy of your complaint form for your personal records. Do not send your original documents as they will not be returned. Mail the original complaint form along with any copies of documents or records relevant to your complaint to the address below.

Complaints of discrimination must be filed within 180 days of the date of the alleged discriminatory act. If the alleged act of discrimination occurred more than 180 days ago, please explain your delay in filing this complaint.

Complaints cannot be processed without a signature.

WEB ADDRESS:

The online complaint form can be found at the following web address:

<https://www.terrehaute.in.gov/departments/human/city-of-terre-haute-title-vi-complaint-form-docx-1.pdf>

Completed forms can be emailed to:
Human.Relations@TerreHaute.IN.Gov

COMPLAINT FORM

City of Terre Haute

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

Email it to:
Human.Relations@TerreHaute.IN.Gov

Mail it to:
Title VI Coordinator
City of Terre Haute
17 Harding Ave.
Terre Haute, IN 27807

Section I:			
Name:			
Address:			
Telephone (Cell/Home):		Telephone (Work):	
E-Mail Address:			
Accessible Format Requirements?	Large Print		Audio Tape
	TDD		Other
Section II:			
Are you filing this complaint on your own behalf?	Yes*	No	
*If you answered "yes" to this question, go to Section III.			

If you answered no to this question, please supply the name and relationship of the person for whom you are submitting this form:

Complainant Name:

Complainant Address:

Complainant Telephone (Cell/Home):

Complainant Telephone (Work):

Complainant E-Mail Address:

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

Yes

No

Section III:

I believe the discrimination I experienced was based on (check all that apply):

Race Color National Origin Sex Age Disability Low Income

Date of Alleged Discrimination (Month, Day, Year): _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known). If more space is needed, please use the back of this form.

Please list names and phone numbers of any and all witnesses to the incident.

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

Section IV:		
Have you previously filed a Title VI complaint with this agency?	Yes	No

Section V:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency Federal Court State Agency State Court Local Agency

Please provide information about a contact person at the agency/court where the complaint was filed.

Name of Contact person:

Title:

Agency:

Address:

Telephone:

Section VI
Name of agency complaint is against:
Contact person:
Title:
Telephone number:
Email:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

V. VOLUNTARY PUBLIC INVOLVEMENT SURVEY

VOLUNTARY TITLE VI PUBLIC INVOLVEMENT SURVEY

As a recipient of federal funds, the Indiana Department of Transportation (INDOT) is requiring local agencies to develop a procedure for gathering statistical data regarding participants and beneficiaries of its federal-aid highway programs and activities (23 CRF §200.9(b)(4)). The City of Terre Haute is distributing this voluntary survey to fulfill that requirement to gather information about the populations affected by proposed projects.

You are not required to complete this survey. Submittal of this information is voluntary. This form is a public document that the City of Terre Haute will use to monitor its programs and activities for compliance with Title VI and the Civil Rights Act of 1964, as amended and its related statutes and regulations.

If you have any questions regarding the City of Terre Haute's responsibilities under Title VI of the Civil Rights Act of 1964 or the Americans with Disabilities Act, please contact Anne-Therese Ryan, Title VI Coordinator, 17 Harding Ave. Terre Haute, IN 47807; 812-244-5611; Human.Relations@TerreHaute.IN.Gov.

You may return the survey by mailing or e-mailing it to the address below.

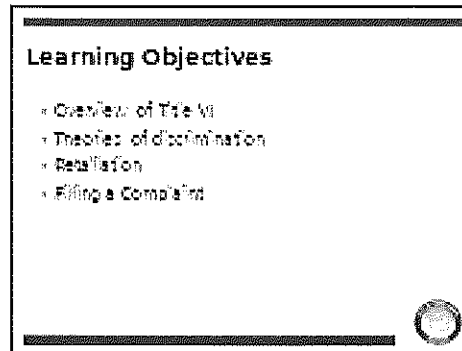
Date:		
Project Name:		
Proposed Project Location:		
Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male Ethnicity: <input type="checkbox"/> Hispanic or Latino <input type="checkbox"/> Not Hispanic or Latino		
Race: (Check one or more) <input type="checkbox"/> American Indiana or Alaska Native <input type="checkbox"/> Asian <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> White <input type="checkbox"/> Black or African-American <input type="checkbox"/> Multiracial		
Age: <input type="checkbox"/> 1-21 <input type="checkbox"/> 22-40 <input type="checkbox"/> 41-65 <input type="checkbox"/> 65+		Disability: <input type="checkbox"/> Yes <input type="checkbox"/> No
Household Income: <input type="checkbox"/> \$0-\$12,000 <input type="checkbox"/> \$12,001-\$24,000 <input type="checkbox"/> \$24,001-\$36,000 <input type="checkbox"/> \$36,001-\$48,000 <input type="checkbox"/> \$48,001-\$60,000 <input type="checkbox"/> \$60,001+		
Anne-Therese Ryan, Title VI Coordinator 17 Harding Ave. Terre Haute, IN 47807 812-244-5611 Human.Relations@TerreHaute.IN.Gov		

VI. TITLE VI TRAINING



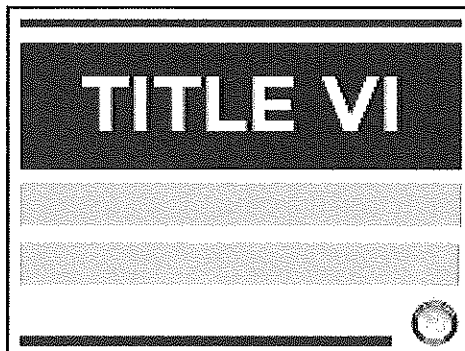

TITLE VI

2024
City of Terre Haute
Employee Training

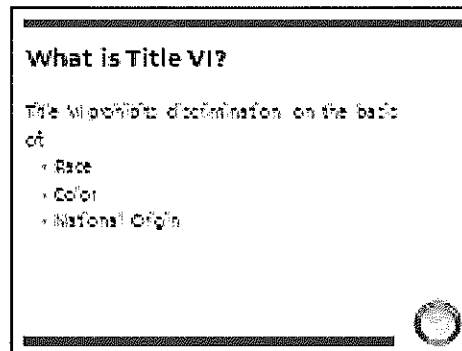



Learning Objectives

- Overview of Title VI
- Theories of discrimination
- Retaliation
- Filing a Complaint



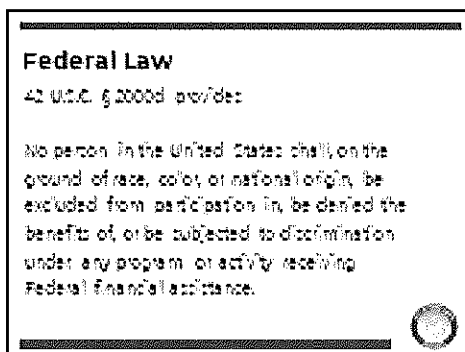

TITLE VI



What is Title VI?

Title VI prohibits discrimination on the basis of:

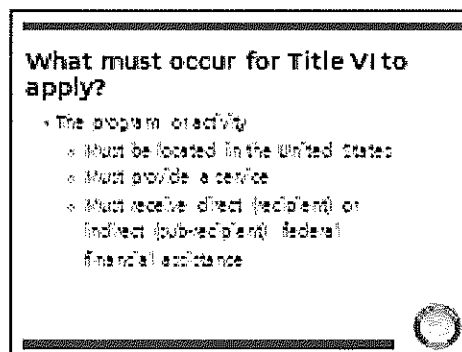

- Race
- Color
- National Origin



Federal Law


42 U.S.C. § 2000d provides:

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.



What must occur for Title VI to apply?

- The program or activity
 - Must be located in the United States
 - Must provide a service
 - Must receive direct (recipient) or indirect (sub-recipient) federal financial assistance



What is Federal Financial Assistance (FFA)?

- Award or grant of money;
- Loan or below-market rate value subject;
- Any federal agreement, arrangement, or other contract which has as one of its purposes the provision of assistance;
- Outfit or property;
- Training; and
- Detail of federal personnel.



What is a recipient?

A "recipient" receives FFA and/or operates a program or activity (e.g., a state, local or municipal department) agency, or other entity)

Primary Recipients -
Transfer or distribute assistance to another recipient or subrecipients

Subrecipients -
Distribute assistance to an ultimate beneficiary (e.g., contractors, subcontractors, grantees)



Beneficiaries

Individuals and/or entities who directly or indirectly receive a benefit through the operation of a federal program.



Examples of discriminatory practices

- Denying an individual any service, financial aid, or benefit
- Providing different service, aid or benefit, or providing them in a manner different than they are provided to others.
- Segregating or treating individuals differently in any manner related to receiving programs, services, or benefits.
- Retaliation.
- National Origin/Unlawful English Proficiency (UEP) Discrimination.



Theories of Discrimination

Disparate Treatment

Disparate Impact



Disparate Treatment

- Intentional discrimination against an individual.
- Must show that a challenged action was "motivated by an intent to discriminate."



Evidence of Discriminatory Intent

- May be direct or circumstantial and may be found in various sources, including statements, historical background of events in issue, or a departure in standard procedure



Elements of Disparate Treatment

- The aggrieved person was a member of a protected class
- That person applied for, and was eligible for a federally assisted program that was accepting applicants
- That despite the person's eligibility, she was rejected and
- The recipient selected, or continued to accept, applicants of the complainant's qualifications



Disparate Treatment

- Once the elements are established, the recipient has to show there was a "legitimate, nondiscriminatory reason" for the challenged action
- It is then up to the investigating agency to determine whether there is sufficient evidence to establish that the recipient's reason was a pretext for discrimination



Disparate Impact

- Discrimination that occurs as a result of a neutral policy which appears harmless on the surface, but negatively affects a group.
- Focus concerns the consequences of a recipient's practices, rather than intent.



Elements of Disparate Impact

- The recipient's facially neutral policy or practice caused a disproportionate adverse effect on members of a protected class
- Requires a comparison of the effects of the policy or practice on the relevant protected class relative to the effects on others
- May be shown through statistics or other evidence of a significant adverse impact upon the relevant protected class



Disparate Impact

- After the elements are established, the investigating agency must then determine whether the recipient can articulate a "substantial legitimate justification" for the challenged practice.



Substantial Legitimate Justification

- To prove, the recipient must show that the challenged policy was necessary to meet a goal that was legitimate, important, and integral to the recipient's institutional mission.



Disparate Impact

- If the recipient provides a substantial legitimate justification, the inquiry then focuses on whether a less discriminatory alternative was available.



Retaliation



Retaliation

- Occurs when a recipient or another person intimidates, threatens, coerces, or discriminates against any individual for the purpose of interfering with any right or privilege secured by Title VI, or because a person made a complaint, testified, assisted, or participated in any manner in an investigation or proceeding under Title VI.



Elements of Retaliation

- The complainant was engaged in a protected activity;
- The recipient knew of the complainant's protected activity;
- The recipient took some adverse action against the complainant; and
- There was a causal connection between the protected activity and the adverse action.



Retaliation

- Once the elements are established, the recipient must show it had a "legitimate, non-discriminatory reason" for the action.
- The investigating agency must then determine if the recipient's reasons were "pretextual."



Complaints

Filing a Complaint

- There is a 180-day statute of limitations
- Individuals may file a complaint with the
 - City of Terre Haute Title VI Coordinator
 - Indiana Department of Transportation
 - Federal Highway Administration
 - Indiana Civil Rights Commission (Employment)
 - EEOC (Employment)

COTH Title VI Info Online

Title VI

Home | Department | Human Relations | Title VI

- City of Terre Haute Title VI Coordinator
- Indiana Department of Transportation
- Federal Highway Administration
- Indiana Civil Rights Commission (Employment)

COTH Title VI Info Online

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- Federal Highway Administration
- Indiana Civil Rights Commission (Employment)
- EEOC (Employment)

Questions?

THANK YOU!

VII. LEP TRAINING

Working with Individuals with Limited English Proficiency

2024
City of Terre Haute
Employee Training



Learning Objectives

- What is Limited English Proficiency (LEP)?
- The Legal Basis
- What are our obligations as an agency?
- How does the City of Terre Haute implement our LEP policy?
- City of Terre Haute Contract Provider for Interpretation/Translation Services



What is Limited English Proficiency (LEP)?

Limited English Proficiency (LEP) is the inability to speak, read, write and/or understand the English language at a level that permits effective interaction with health care providers and social service agencies. It is also inclusive to those who experience a visual and/or hearing impairment.



Who is covered under LEP?

- All beneficiaries of City of Terre Haute services
- Examples of persons needing a translator may include:
- Individuals using English as a second language
 - Individuals who experience a hearing impairment and/or use sign language
 - Individuals who experience visual impairments



Why do we need to know about Limited English Proficiency (LEP)?

- All staff must recognize and acknowledge language/communication needs of a beneficiary who experiences LEP, visual and/or hearing impairments.
- Staff must be prepared to help those whose language is a barrier to obtain needed treatment and support.
- All staff are required to know how to accommodate individuals who experience LEP to ensure that the City is able to provide services to everyone.



Legal Basis

- LEP compliance is the City of Terre Haute's legal obligation; however, there is no single LEP law. It is a combination of existing state and federal regulations, a federal court decision (Title VI of the Civil Rights Act of 1964, Balala v. United States, Budget Act 1997, Executive Order 12816 in 2000, MDHHS).
- The most commonly used language in the United States is English, however it is not the "official" language of the United States. It is common, but not the legal standard.
- Most commonly requested in the City of Terre Haute is Spanish.



What are our obligations as a City?

- The City of Terre Haute is required to examine our practices to assure there are no unintended barriers or discrimination against those experiencing LEP.
- The City of Terre Haute must take reasonable steps to ensure meaningful access to rights, programs, services and information, free of charge.
- The City of Terre Haute must provide interpreters who are competent and knowledgeable in a variety of areas to best understand what is being communicated by the consumer and to ensure that the host of requirements is being met.



What are your obligations as a City Staff Member?

All City of Terre Haute staff have an obligation to reduce language barriers and ensure meaningful and equal access to programs, services, and benefits throughout the operations of the agency and its provider network.

Staff also must ensure that individuals are not discriminated against due, experiencing LEP, and/or individual or hearing impairments.



Planning for Effective Communication

It is necessary to have plans in place for how your department will interact with members of the public who have limited English proficiency.

- Provide information about requesting translations, interpretation, or auxiliary aids on all notices and other vital documents such as applications, renewals, and supplemental forms.
- Provide complete language or essential forms or notices, so that persons with low literacy skills or who have cognitive disabilities are not left without vital program information.
- Ensure that customer service staff know how to obtain interpreter services, including sign language interpreters, and other auxiliary aids and services.



Acquiring a Qualified Interpreter

The State of Indiana has a QIP for Interpretation and Translation Services through Language Services.

- If your department needs to purchase translation or interpretation services, you will need to use your services contractual line to purchase.



Effective Communication: Using a Qualified Interpreter

- Only use our Free sign language interpreters system and never ask a staff to serve as an interpreter for an adult.
- Once you have established the language of choice, arrangements for a competent interpreter must be offered and explained.
- If the consumer chooses to use someone other than an interpreter, such as a family member or a friend, after they have been informed of their right to free language assistance, it must be documented in the plan of service that this service has been offered and declined.
- Be patient, be respectful, and be compassionate. Remember that everyone in our community has different needs and abilities. As a local government, we must ensure all people have equal access and the opportunity to participate.



What to do in the moment...

Members of the public are not always going to put in a request for interpretation in advance of needing to access our services or interact with staff. We aren't required to have an interpreter at a moment's notice or have every document ready in a matter of minutes. But we should do our best to help someone access effective communication.



What to do in the moment...

- Identify the person's language and communication needs of the LEP person by using your department's provided language identification cards, sometimes called the "I Speak..." Cards.
- Once a person has been better preferred language, use our City's approved mobile translation app (Google Translate) to ask how you can help. If you can't quickly resolve their request, call, but if the communication begins to become too complex, use the mobile app to ask if they would like to talk with a meeting with a qualified interpreter.
- Be patient, be respectful, and be compassionate. Remember that everyone in our community has different needs and abilities. As a local government, we must ensure all people have equal access and the opportunity to participate.



What to do in the moment...

Note for bus operators:

- If an individual with limited English Proficiency is making an attempt to communicate with you while you are operating a bus, identify a safe place to pull over and put the bus in park. Then use the provided language identification cards to begin the communication process.
- If the individual is making an attempt to communicate while boarding the bus, put the bus in park. Then use the provided language identification cards to begin the communication process.
- When possible, take the passenger to the Transit Transfer Center where a community-based member may help the individual.
- Remember the safety of the driver and passenger is most important. Bus operators should never use their phones while operating a bus.



"I Speak..." Cards

English	Spanish	Chinese	Haitian Creole
English	English	English	English
Spanish	Spanish	Spanish	Spanish
Chinese	Chinese	Chinese	Chinese
Haitian Creole	Haitian Creole	Haitian Creole	Haitian Creole
French	French	French	French
Portuguese	Portuguese	Portuguese	Portuguese
Arabic	Arabic	Arabic	Arabic
Russian	Russian	Russian	Russian
Polish	Polish	Polish	Polish
German	German	German	German
Italian	Italian	Italian	Italian
Japanese	Japanese	Japanese	Japanese
Korean	Korean	Korean	Korean
Vietnamese	Vietnamese	Vietnamese	Vietnamese
Tagalog	Tagalog	Tagalog	Tagalog
Hindi	Hindi	Hindi	Hindi
Burmese	Burmese	Burmese	Burmese
Khmer	Khmer	Khmer	Khmer
Laotian	Laotian	Laotian	Laotian
Thai	Thai	Thai	Thai
Other	Other	Other	Other



COTH Title VI Info Online

Title VI

Home | Department | Mission Statement | Title VI

- Language Access/Interpretation
- Title VI Department - Title VI
- Title VI Human Services Commission
- Language Access Title VI Page in the Title VI Plan



COTH Title VI Info Online

- Language Access/Interpretation
- Title VI Department - Title VI
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- Language Access Title VI Page in the Title VI Plan



Questions?



VIII. I SPEAK CARDS

A

AMHARIC:

እኔ እማርኛ ጭናገር

ARABIC:

أنا أتحدث اللغة العربية

ARMENIAN:

Ես խոսում եմ հայերեն լեզու

B

BENGALI:

আমি বাংলা কথা বলতে পারি

BOSNIAN:

Ja govorim bosanski

BULGARIAN:

Аз говоря български

BURMESE:

ကျွန်တော်/ကျွန်မ မြန်မာလို ချဉ်းကပ် ဝါတတ်

C

CAMBODIAN:

ខ្ញុំនិយាយភាសាខ្មែរ

CANTONESE:

我講廣東話 traditional

我讲广东话 simplified

CATALAN:

Parlo català

CHINESE:

Lai Tong ka ton—Falam chin

Lai Holh ka thiam—Hakha chin

Zo bya ka thya—Zo tung Chin

CROATIAN:

Govorim hrvatski

CZECH:

Mluvim česky

D

DANISH:

Jeg taler dansk

DARI:

من دری حرف می زنم

DUTCH:

Ik spreek Nederlands

E

ESTONIAN:

Ma räägin eesti keelt

F

FARSI:

من فارسی صحبت می کنم.

FINNISH:

Pitään suomea

FRENCH:

Je parle français

G

GERMAN :

Ich spreche Deutsch

GREEK :

Μιλώ στα ελληνικά

GUJARATI :

હું ગુજરાતી બોલું છું

H

HAITIAN CREOLE :

M pale kreyòl ayisyen

HEBREW :

אני מדבר עברית masculine

אני מדברת עברית feminine

HINDI :

मैं हिंदी बोलता हूँ ।

HMONG :

Kuv hais lus Hmoob

HUNGARIAN :

Beszélek magyarul

I

ICELANDIC :

Ég tala íslensku

ILOCANO :

Agsaonak ti Ilokano

INDONESIAN :

saya bisa berbahasa Indonesia

ITALIAN :

Parlo italiano

J

JAPANESE :

私は日本語を話す

K

KACKCHIQUEL :

Quin chagüic' ká ch'abal' nün' ri
tzújon cakchiquel

KAREN :

ယကတိကညိတိန်

KIRUNDI :

Ndavyaga Ikirundi

Nvuga Ikirundi

KOREAN :

나는 한국어로 이야기

KURDISH :

man Kurdii zehanim

KURMANCI :

man Kurmanjii zehanim

L

LAOTIAN

ຂ້າພະເຈົ້າເວົ້າພາສາລາວ

LATVIAN

Es runāju latviski

LITHUANIAN

Aš kalbu lietuviškai

M

MANDARIN

我講國語 traditional

我讲国语/普通话 simplified

MAM

Bán chiyola tuj kiyol mam

MON

ខ្ញុំ រៀន ភាសា ខ្មែរ

N

NEPALI

म नेपाली बोल्छु

NORWEGIAN

Jeg snakker norsk

P

PERSIAN

من فارسی صحبت می کنم.

POLISH

Mówię po polsku

PORTUGUESE

Eu falo português do Brasil
for Brazil

Eu falo português de Portugal for
Portugal

PUNJABI

ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।

Q

Q'ANJOB'AL

Ayin tí chí walq' anjob' al

QUICHE

In kinch'aw k'uin ch'e quiche

R

ROMANIAN

Vorbesc românește

RUSSIAN

Я говорю по-русски

S

SERBIAN

Ja govorim srpski

SIGN LANGUAGE (AMERICAN)



SINHALESE

මම සිංහල කතා කළ හැකිම

SLOVAK

Hovorim po slovensky

SLOVENIAN

Govorim slovensko

SOMALI

Waan ku hadlaya af-Soomaali

SPANISH

Yo hablo español

SWAHILI

Ninaongea Kiswahili

SWEDISH

Ja talar svenska

T

TAGALOG

Marunong akong man-Tagalog

TAMIL

நான் தமிழ் பேச
India

நான் தமிழ் கதைப்பேன்
Sri Lanka

THAI

พูดภาษาไทย

TIGRINYA

ተናገሩ ለዘፈብ

TURKISH

Türkçe konuşurum

U

UKRAINIAN

Я розмовляю українською мовою

URDU

میں اردو بولتا ہوں

V

VIETNAMESE

Tôi nói tiếng Việt

W

WELSH

Dwifn siarad

X

XHOSA

Ndithetha isiXhosa

Y

YIDDISH

איך רעד יידיש

YORUBA

Mo nso Yooba

Z

ZULU

Ngiyasikhuluma isiZulu