



Deschutes County Administrative Policy No. GA-16

Effective Date: January 27, 2016

Reissued: August 26, 2020

Reissued: March 1, 2023

TITLE VI OF THE CIVIL RIGHTS ACT

A. STATEMENT OF POLICY

Deschutes County is committed to providing programs and services that are free of all forms of discrimination based on factors that include, but are not limited to, race, ethnicity, age, disability status, gender identity, and sexual orientation. The County will take preventive, corrective, and/or disciplinary action when necessary against behavior that violates this policy or the rights and privileges it is designed to protect.

B. APPLICABILITY

All programs of Deschutes County are subject to this policy regardless of funding source. Individual grants and programs may carry additional requirements.

C. DEFINITIONS

For the purpose of this policy, unless otherwise specified, the following definitions shall apply:

- **Color**: Skin color or complexion
- **Discrimination**: An intentional or unintentional action through which a person, solely because of race, color, disability, national origin, religion, gender/gender identification, or sexual orientation has been subjected to unequal treatment under a program or activity offered by the County.
- **National Origin**: A person's or a person's ancestor's, place of birth. May also refer to the physical, cultural, or linguistic characteristics associated with ethnicity or ancestry.
- **Race**: A social classification of people which includes, but may not be limited to, White, Hispanic or Latino, Black or African American, American Indian or Alaska Native, Asian, Native Hawaiian or Pacific Islander as defined by the U.S. Census.
- **Limited English Proficiency (LEP)**: One who does not speak English as a primary language and who has limited ability to read, speak, write, or understand English.

D. PROCEDURES

Title VI Coordinator:

The Deputy County Administrator serves as Deschutes County's Title VI Coordinator and acts as the focal point for Title VI implementation and monitoring.

Public Notice:

A Title VI Notice to the Public will be posted on Deschutes County's website at www.deschutes.org and in a public area within each County facility. A copy of the Deschutes County Title VI Notice to the Public is attached to this document as Appendix A. The Department of Administrative Services will also provide copies to departments for posting.

Complaints:

Any person who believes they have been discriminated against by Deschutes County on the basis of race, color, or national origin may file a complaint by completing and submitting a Title VI Complaint Form. Complaints must be complete in both form and content to be reviewed and must be submitted within 180 days of the alleged incident of discrimination to be considered. A copy of the Deschutes County Title VI Complaint Form is attached to this document as Appendix B. To request a separate Title VI Complaint Form:

- Call 541-388-6570
- Visit the Deschutes County Department of Administrative Services located at:
1300 NW Wall Street, Suite 200, Bend, OR 97703
- Write to:
Department of Administrative Services Deschutes Co unty
PO Box 6005
Bend, OR 97703-6005
- Email: admin@deschutes.org
- Download the document from Deschutes County's website at
www.deschutes.org

Complaints may be submitted to the Deputy County Administrator by hand-delivery at the physical address or by U.S. postal service to the mailing address shown above or can be submitted directly to the ODOT Office of Civil Rights or the Federal Transit Administration (FTA) at:

ODOT Office of Civil Rights-MS 23
3930 Fairview Industrial Drive SE
Salem, OR 97302
(503) 986-3169

Federal Transit Administration, Region 10
Attn: Civil Rights Officer

Jackson Federal Building
915 Second Avenue Suite 3142
Seattle, WA 98174-1002
(206) 220-7954; Fax (206) 220-7959

When applicable, a complainant may also file a Title VI complaint directly with any federal agency that supplies funding to Deschutes County in support of the applicable program or service in which the alleged incident occurred. Examples of federal agencies that provide funding to the County include, but are not limited to, the U.S. Environmental Protection Agency, Department of Agriculture, Department of Justice, Department of Health and Human Services, Department of Homeland Security, and Department of Transportation. Contact information for the Office of Civil Rights operating in such agencies may be found online.

At such time as the complaint is received; the Department of Administrative Services will review it to determine if Deschutes County has jurisdiction over the matter. Within 10 business days, the County will return an acknowledgment letter stating whether the complaint will be investigated by the County. Deschutes County will make every effort to investigate complaints within no more than 90 days following the date on this letter. However, in the event of complex complaints, which address multiple issues and/or involve legal action, the County may require an extended period to fully investigate and respond. In such cases, the complainant will be informed of the delay.

If more information is needed to resolve the case, the assigned investigator may contact the complainant. The complainant has 10 business days from the date of the letter to return the requested information to the investigator. If the investigator is not contacted by the complainant or does not receive the requested information within 10 business days, Deschutes County will administratively close the case. A case will also be administratively closed upon withdrawal by the complainant.

After the investigator reviews the complaint, they will issue one of two letters to the complainant: A closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and investigation, indicates that a Title VI violation did not occur, and states that the case will be closed. An LOF summarizes the allegations and investigation and explains whether corrective or other action will occur. If the complainant wishes to appeal the decision, they have 10 business days following the date of the letter or the LOF to do so. To submit an appeal, complainants must deliver a written letter explaining the basis of the appeal to the Deputy County Administrator. County officials will review the factors presented and issue a final formal decision within 30 business days following the date of the appeal letter.

The County will provide, upon request, a list of all active investigations, lawsuits, or complaints made on the basis of race, ethnicity, age, disability status, gender/gender identification, and sexual orientation. A copy of the Deschutes County List of Title VI Investigations, Complaints, and Lawsuits form is included in the County's Title VI plan and contains a name, date of filing, summary of the allegation(s), status of the investigation, and action(s) taken.

E. Public Participation:

Deschutes County employs a wide variety of strategies to solicit, consider, and incorporate the perspectives of diverse populations in policy and decision-making processes. Such opportunities for involvement are outlined in the County's Title VI plan, which is updated in accordance with federal and state requirements.

F. Language Assistance:

Deschutes County takes reasonable steps to offer assistance for LEP clients and residents seeking access to services and opportunities. When appropriate, the County will use population composition and client needs in regard to language for the purpose of developing and providing programs and services, disseminating information, conducting outreach, and encouraging public involvement. A copy of the most current data and a description of the strategies the County uses to help serve LEP persons is included in the County's Title VI plan.

G. Reporting:

Deschutes County will report information required to determine compliance with Title VI of the Civil Rights Act as required by federal and state government agencies for grant funding and other purposes. The contents and format of such reports will be determined by the requesting party.

Approved by the Deschutes County Board of Commissioners on January 27, 2016, reissued on August 26, 2020 and March 1, 2023.



Nick Lelack

County Administrator

DESCHUTES COUNTY TITLE VI NOTICE

Deschutes County operates its programs and services without discrimination based on race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been subjected to an unlawful discriminatory practice as defined under Title VI of the Civil Rights Act may file a complaint with the Deschutes County Department of Administrative Services.

For more information about Deschutes County's civil rights program and the obligations and procedures required to file a complaint:

- Call 541-388-6570
- Visit the Deschutes County Department of Administrative Services located at:
1300 NW Wall Street, Suite 200, Bend, OR 97703
- Write to:
Department of Administrative Services
Deschutes County
PO Box 6005
Bend, OR 97703-6005
- Email to: admin@deschutes.org
- Download the document from Deschutes County's website at www.deschutes.org.

Complaints can also be submitted directly to:

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When applicable, a complainant may also file a Title VI complaint directly with any federal agency that supplies funding to Deschutes County in support of the applicable program or service in which the alleged incident occurred. Examples of federal agencies that provide funding to the County include, but are not limited to, the U.S. Environmental

Protection Agency, Department of Agriculture, Department of Justice, Department of Health and Human Services, Department of Homeland Security, and Department of Transportation. Contact information for the Office of Civil Rights operating in such agencies may be found online.

If this form is needed in another language or format, please call 541-388-6570.

Si se necesita esta información en un idioma o formato diferente, por favor llame a 541-388-6570.

**DESCHUTES COUNTY
TITLE VI COMPLAINT FORM**

CONSOLIDATED CIVIL RIGHTS COMPLAINT FORM

Your Name	Phone	Alternative Phone
Street Address	City, State	Zip Code

Person(s) discriminated against (if different than the preparer of this form)		
Street Address	City, State	Zip Code

I believe that I (or the person(s) listed above) has been discriminated against on the basis of:					
<input type="checkbox"/>	Race (Title VI)	<input type="checkbox"/>	Color (Title VI)	<input type="checkbox"/>	National Origin (Limited English Proficiency) (Title VI)
<input type="checkbox"/>	Disability (ADA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<p>Please describe the alleged discrimination incident. Provide the names and titles of all employees involved, if available. Explain what happened and whom you believe was responsible. Please use the back of this form if more space is required. NOTE: This form consolidates information required by multiple federal civil rights programs. Information will be shared based on the type of discrimination identified above. Title VI of the Civil Rights Act covers Race, Color, and National Origin complaints ONLY. Americans with Disabilities Act covers Disability complaints.</p>	
Date of Incident:	

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Have you filed this complaint with any other federal, state, or local agency?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
If yes, Agency Name				
Agency Address				
Agency Contact Name (if available)				

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Signature: _____ Date: _____

Print Name: _____

The form may be hand delivered, mailed, or emailed:

Hand deliver to:

Deputy County Administrator
 Administrative Services Department
 Deschutes County
 1300 NW Wall Street
 Bend, OR 97703

Mail to:

Deputy County Administrator
 Administrative Services Department
 Deschutes County
 PO Box 6005
 Bend, OR 97703

Email to: admin@deschutes.org

If this form is needed in another language or format, please call 541-388-6570.

Si se necesita esta información en un idioma o formato diferente, por favor llame a 541-388-6570.