



Title VI Program

The University of Texas Health Science Center at Tyler

Updated August 29, 2019

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Section 1: Title VI Policy Statement

Policy Statement

The University of Texas Health Science Center at Tyler Title VI Nondiscrimination Program, as a recipient of federal financial assistance, is committed to ensuring that no person, on the basis of race, color, or national origin, as protected by Title VI of the 1964 Civil Rights Act (42 USC Section 2000d, et. seq.) 1 and 49 CFR Part 21, both as explained in Federal Transit Administration (FTA) Circular 4702.1B, will be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation in any federally or non-federally funded program or activity administered by the University and/or its contractors or subcontractors.

Title VI Coordinator

The University of Texas Health Science Center at Tyler Title VI Coordinator ("Coordinator") is authorized to ensure compliance with the provisions of this program and with the law. The Coordinator is responsible for monitoring and ensuring the University's compliance with Title VI requirements and this program.

The University of Texas Health Science Center at Tyler
Notice to the Public of Rights under Title VI

The University of Texas Health Science Center at Tyler operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with The University of Texas Health Science Center at Tyler.

The University of Texas Health Science Center at Tyler Title VI Coordinator is authorized to ensure compliance with the provisions of this program and with the law. For information on the Title VI program, the procedures to file a complaint, or to file a complaint, please contact:

The University of Texas Health Science Center at Tyler
Title VI Coordinator, Office of Human Resources
11937 US Highway 271
Tyler, Texas 75708
Phone: 903-877-7740
Fax: 903-877-7729
human.resources@uthct.edu

A complaint may also be filed directly with the Federal Transit Administration or the Texas Department of Transportation:

Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave.,
SE Washington, DC 20590

Texas Department of Transportation
ATTN:PTN
125 E. 11 t h Street
Austin, Texas 78701-2483

If information is needed in another language, contact 903-877-7740. Para informaci6n en Espanol, llame 903-877-7740.

Notice to the Public of Rights under Title IV information is displayed on The University of Texas Health Science Center at Tyler shuttle bus as well as on The University of Texas Health Science Center at Tyler website: <http://www.uthsct.edu>, and in public areas including the reception desk and meeting rooms.

The University of Texas Health Science Center at Tyler
Aviso al Publico de Derechos en virtud del Titulo VI

The University of Texas Health Science Center at Tyler opera sus programas y servicios, sin distinción de raza, color y origen nacional, de conformidad con el Titulo VI de la Ley de Derechos Civiles. Cualquier persona que cree que el o ella ha sido agraviada por cualquier practica discriminatoria ilegal bajo el Titulo VI, puede presentar una queja ante The University of Texas Health Science Center at Tyler.

El Coordinador The University of Texas Health Science Center at Tyler Titulo VI esta autorizado para garantizar el cumplimiento de las disposiciones de este programa y con la ley. Para obtener informacón sobre el programa del Trtulo VI, los procedimientos para presentar una queja, o para presentar una queja, por favor pongase en contacto con:

The University of Texas Health Science Center at Tyler
Title VI Coordinator, Office of Human Resources
11937 US Highway 271
Tyler, Texas 75708
Phone: 903-877-7740
Fax: 903-877-7729
human.resources@uthct.edu

Una queja tambien puede ser presentada directamente con la Administracón Federal de Transito o el Departamento de Transporte de Texas:

Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave.,
SE Washington, DC 20590

Texas Department of Transportation
ATTN:PTN
125 E. 11 t h Street
Austin, Texas 78701-2483

Sise necesita informacion en otro idioma, comunfquese con 903-877-7740.

Aviso al Publico de los Derechos bajo Informacón Titulo IV se muestra en el autobus UT Health Science Center at Tyler, asf como en la pagina web de UT Health Science Center at Tyler: www.uthct.edu, y en las zonas comunes incluyendo la recepci3n y reuni3n cuartos.

Title VI Complaint Procedure

If you believe you have been subjected to discrimination under Title VI, you may submit a complaint to The University of Texas Health Science Center at Tyler. Please send your complaint to:

The University of Texas Health Science Center at Tyler
Title VI Coordinator, Office of Human Resources
11937 US Highway 271
Tyler, Texas 75708
Phone: 903-877-7740
Fax: 903-877-7729
human.resources@uthct.edu

Complaint forms can be obtained at the Coordinator office located at the address above or The University of Texas Health Science Center at Tyler website - www.uthct.edu {see Attachment 1 and Attachment 2}.

Title VI Complaint Processing

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination.

Any person who, based on race, religion, color, national origin, sex, age, retaliation or disability, believes that he/she has been excluded from participation in, denied benefits or services of any program or activity administered by The University of Texas Health Science Center at Tyler or its contractors or subcontractors may bring forth a discrimination complaint under Title VI. Only complaints based on the complainant's protected status will be considered under Title VI.

The complainant may file a signed, written complaint up to one hundred eighty (180) calendar days from the date of the alleged act of discrimination or the date the person(s) became aware of the alleged act(s) of discrimination. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.).
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information you think is significant.

The University will begin an investigation within fifteen (15) working days of receipt of a complaint alleging discrimination based on race, color, or national origin, for a service or benefit provided by The University of Texas Health Science Center at Tyler. The University will also

provide appropriate assistance to complainants who may be limited in their ability to communicate in English.

The University will notify TxDOT by email within ten (10) working days of any transportation related discrimination complaints filed under Title VI with the University in which the University or its contractors or subcontractors are named as the respondent.

In cases where the complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The Coordinator will interview the complainant and if necessary, assist the person in converting verbal complaints to writing. All complaints must, however, be signed by the complainant or his/her representative. Complaints will state, as fully as possible, the facts and circumstances surrounding the alleged discrimination.

The University will contact the complainant in writing no later than thirty (30) working days after receipt of a complaint for additional information, if needed. The complaint will be copied, filed and logged. If the complainant fails to provide the requested information within 10 working days, the University will administratively close the complaint. The University will complete the investigation within ninety (90) calendar days of receipt of a complaint. If additional time is needed for investigation, the complainant will be notified. A written investigation report will be prepared by the Coordinator and include a summary description of the incident, findings and recommended corrective action.

A final written response letter will be provided to the complainant. In the letter notifying the complainant that the complaint is not substantiated, the complainant will also be advised of his/her right to appeal with the University within five (5) working days from receipt of the closing letter or that he/she may file a complaint externally with the Texas Department of Transportation of the U.S. Department of Transportation. If there is no appeal or no findings, the complaint will be closed. If required, the investigation report will be forwarded to the appropriate state or federal agency. The University of Texas Health Science Center at Tyler will maintain all complaints in a record/log which outlines the complaint identifiers as specified by TxDOT.

If Information is needed in another language, contact (903) 877-7740. SI NECESITA INFORMACION EN OTRO IDIOMA LLAME (903) 877-7740.

Title VI Complaint Form

The University of Texas Health Science Center at Tyler's Title VI Complaint form and procedure is available online at www.uthct.edu.

List of Transit Related Title VI Investigations, Complaints and Lawsuits

The University maintains a log all Title VI investigations, complaints, and lawsuits, pertaining to its transit related activities.

____ There been no investigations, complaint and/or lawsuits filed against us since the last plan submission.

____ There have been investigations, complaints and/or lawsuits filed against us. See list below. Attach additional information as needed.

	Date (mm, dd, yyyy)	Summary (include basis of complaint: race, color, or national origin	Status	Action Taken
Investigations				
1.				
Lawsuits				
1.				
Complaints				
1.				

Language Assistance Plan

THE UNIVERSITY has determined that transit services, provided by NDMJ, LLC, are available to residents within Smith County. For that reason, Smith County data was reviewed to complete the four factor analysis and language assistance plan.

Four Factor Analysis

1. The number or proportion of LEP persons eligible to be served or likely to be countered by a program, activity, or service of the recipient or grantee. NDMJ staff has reviewed the 2010 U.S. Census Report's American Community Survey and determined that of the total Smith County Population, including the City of Tyler, there are approximately 209,714 residents. Of those 209,714 residents, approximately 69% [145,618] reside in the rural areas of Smith County. Of the 145,618 residents, 98.2% speaks English very well and approximately 1.8% speaks English less than very well. The Texas state average is 92.9%. The Smith County area is somewhat above the state average. Of the total 209,714 residents in Smith County, 80.7% speaks only English, 16.8% speaks Spanish or Spanish Creole and 2.5% speaks other languages.
2. The frequency with which LEP Individuals come in contact with the program. Both the University and the NDMJ have reviewed the frequency with which staff and drivers have, or could have, contact with LEP persons. This included documenting phone inquiries and surveying vehicle operators. Historically, the University has had few requests for interpreters and few requests for translated program documents (1 to 2 per year). Staff and vehicle operators have had very little to no contact with LEP persons.
3. The nature and Importance of the program, activity, or service provided by the recipient to people's lives. There is no large geographic concentration of any type of LEP individuals in the University service area. The majority of the total population, 80.7 % in the Smith County area, speaks only English. As a result, there are few social, service, professional and leadership organizations within the Smith County service area that focus on outreach to LEP individuals. The University patient administrative and clinical staff and the NDMJ dispatch personnel and bus/van drivers are most likely to encounter LEP individuals through bus/van rides, office visits, phone conversations, and attendance at Board/Council meetings. Future plans to include LEP in outreach materials and programs are under consideration by the University and NDMJ.
4. The resources available to the recipient and costs. The University and NDMJ have reviewed :
 - Available resources that could be used for providing LEP assistance.
 - Which of its documents would be the most valuable to be translated if the need should arise.
 - The inventory of available organizations that could be partnered with for outreach and translation efforts.

THE University and NDMJ have employees that speak Spanish and English and are available as interpreters as needed. The University and NDMJ will continue to provide a diverse workforce to provide LEP persons with interpreter services. Language assistance will be provided in accordance with The University's Limited English Proficiency- Interpreter Services Policy, copy attached.

The University and NDMJ will use the following guidelines to assist persons with limited English proficiency.

1. The University and NDMJ will utilize staff to assist with language needs.
2. If an interpreter is needed immediately, in-person or on the telephone, staff can be contacted with this request.
3. The University has added to its webpage the Title IV Policy and Complaint Procedures.
4. The University will educate its staff on the following procedures.
 - a. Understanding the Title VI Policy and LEP responsibilities;
 - b. Documenting language assistance requests
 - c. The procedure if a Title VI and/or LEP complaint is filed.
 - d. Training regarding Title VI and language assistance will be conducted periodically.

The University will review the LEP Plan periodically and update it as needed. Otherwise, it will be reviewed every three years.

Limited English Proficient (LEP) Resource Materials: "I Speak" Language Identification card

Language Identification Flashcard ✓	
<input type="checkbox"/> Arabic	أنا أتحدث اللغة العربية
<input type="checkbox"/> Armenian	Ես խոսում եմ հայերեն
<input type="checkbox"/> Bengali	আমী বাংলা কথা বোলতে পারী
<input type="checkbox"/> Cambodian	ខ្ញុំនិយាយភាសាខ្មែរ
<input type="checkbox"/> Chamorro	Motka i kahhon ya yangin úntúngu' manaitai pat úntúngu' kumentos Chamorro
<input type="checkbox"/> Dinka	Rigp ekéné yic të yijam në thujäy ye tök, ku kor raan Bi yi geer thok.
<input type="checkbox"/> Simplified Chinese	如果你能读中文或讲中文，请选择此框。
<input type="checkbox"/> Traditional Chinese	如果你能讀中文或講中文，請選擇此框。
<input type="checkbox"/> Croatian	Govorim hrvatski
<input type="checkbox"/> Czech	Mluvím česky
<input type="checkbox"/> Dutch	Ik spreek het Nederlands
<input type="checkbox"/> English	I speak English

Minority Representation Information

The University does not have a transit-related, non-elected planning board, advisory council, or committee.

Sub-recipients, Subcontracts, and Vendors

All sub-recipients, subcontractors, and vendors related to the implementation of the University public transportation services are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended. Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

Official Approval of Title VI Nondiscrimination Program

As President of The University of Texas Health Science Center at Tyler and on behalf of The University of Texas System Board of Regents pursuant to Regents Rule 10501, I hereby approve the above revised Title VI Nondiscrimination Program.

Dr. Kirk A. Calhoun, President

Date