

Resolution 2017- 5

**Short Title: A Resolution of the Adams County Commissioners
Which Establishes: (1) Policy regarding Title VI of the Civil Rights Act of 1964,
as amended, Compliance Policy and Title VI Program Manager for Adams
County, Indiana**

WHEREAS, the Board of Commissioners for the County of Adams ("Adams County"), State of Indiana, desires to comply with the requirements of the Title VI of the Civil Rights Act of 1964, as amended (hereinafter referred to as the "Act"); and

WHEREAS, Adams County adopts this policy in order to insure compliance with the Act upon Adams County's public facilities and improvements, as well as Adams County's services, programs and activities; and

WHEREAS, in order for Adams County to comply with the requirements of the Act, it is necessary for the Board of Commissioners for Adams County to appoint a qualified person as the Title VI Program Manager (hereinafter referred to as the "Program Manager"); and

WHEREAS, the current Commissioner for Adams County, Rex Moore, is familiar with the Act requirements that apply to the public facilities, improvements, services and programs owned by or offered through Adams County;

WHEREAS, Rex Moore, is qualified to serve as the Program Manager for Adams County;

NOW, THEREFORE, BE IT RESOLVED, that Rex Moore, Commissioner of Adams County, be and is hereby appointed the Program Manager of Adams County who shall serve in such capacity at the discretion of the County Commissioners.

BE IT FURTHER RESOLVED, that the Program Manager shall be responsible for coordinating the efforts of Adams County to comply with Title VI of the Act and shall be responsible for investigating complaints that the county has violated Title VI. In the event such a complaint is lodged, the complaining party shall be obligated to give Adams County written notice of the alleged violation by delivering such written complaint in person, or by first class US mail, to the Program Manager in care of the Adams County Auditor at 313 West Jefferson Street, Decatur, Indiana 46733.

Alternative means of filing, such as personal interview or a tape recording of the complaint, will be made available, upon request to people with disabilities who require such an alternative. The Complaint should contain information about the alleged violation such as name, address telephone number of complainant and location, date, and description of the alleged violation of the complainant. The complainant or his or her legal representative or designee shall have sixty (60) calendar days immediately following the alleged violation to file their written notice of violation.


Thereupon, the Program Manager shall be obligated to investigate such alleged violation and, within fifteen (15) calendar days, meet with the complainant to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days thereafter, the Program Manager shall respond in writing to the complainant, or in such other format accessible to complainant, explaining the position of Adams County and offering options for substantive resolution of the complaint.

If the response by the Program Manager does not satisfactorily resolve the issue, the complainant and/ or his/her legal representative or designee may appeal the decision within fifteen (15) calendar days after receipt of the Program Manager's response to the Adams County Commissioners, at the Auditor's Office located at the Adams County Service Complex, 313 W. Jefferson Street, Decatur, Indiana 46733. Within fifteen (15) calendar days after receipt of the appeal, the Board of Commissioners of Adams County or its designee will meet with the complainant to discuss the complaint and possible resolutions.

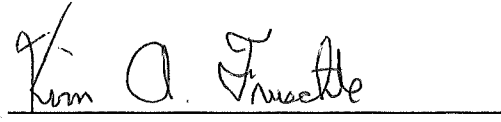
Within fifteen (15) calendar days after the meeting, the Board of Commissioners of Adams County shall respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the matter. All written complaints received by the Program Manager, appeals to the Board of Commissioners of Adams County, and their responses, shall be retained by Adams County, Indiana, for three (3) years.

BE IT FUTHER RESOLVED, that the Program Manager be and is hereby directed to review Adams County facilities and policies to assess compliance with the Title VI; to notify the general public concerning relevant information regarding Title VI of the Act and how it applies to the programs, services, facilities, policies and activities of Adams County; to seek public input regarding the needs of citizens with disabilities; and to develop a reasonable transition plan or plans to be implemented to address issues of need or non-compliance, based upon prioritizing needs and Adams County's ability to finance such transition plan or plans.

DULY PASSED, ADOPTED AND RESOLVED by the Board of Commissioners for the County of Adams on this 11th day of July, 2017.



Doug Bauman, President

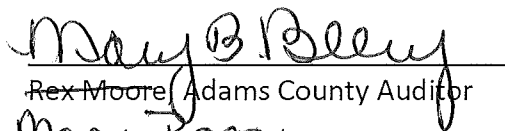


Kim Fruechte, Commissioner



Rex Moore, Commissioner

ATTEST:



Rex Moore, Adams County Auditor
Mary Beery

2017 REVISED TITLE VI POLICY AND PLAN

COUNTY OF ADAMS

STATE OF INDIANA

ADOPTED PURSUANT TO RESOLUTION 2017- 5

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I. INTRODUCTION

This Title VI Plan is the initial written plan and will be updated annually as part of Adams County's continual and ongoing effort to comply with civil rights regulations. The Plan reflects the Adams County's intent 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 Plan, Adams County seeks to provide continued transparency, clarity and technical guidance for internal and external constituents regarding its Title VI program.¹

Adams County desires to stay in compliance with the INDOT annual pre-award certification process for the Local Public Agency (LPA) and all other grant opportunities.

II. ADAMS COUNTY'S MISSION STATEMENT

It is the mission of Adams County (also referred to as "the County") to provide community services in a professional and efficient manner to its citizens. The employees of the County will implement the wishes and desires of the community as expressed through their elected representatives, the Adams County Board of Commissioners.

III. ADAMS COUNTY'S TITLE VI MISSION STATEMENT

Adams County will implement compliance with Title VI 49 CFR § 26, 23 CFR Part 200; and related statutes and regulations to ensure that no person is excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance. It shall be the policy of Adams County to recruit and select qualified persons for the positions in the County's service. Recruitment, selection, and placement shall be conducted to ensure fair hiring practices, provide equal employment opportunity, and to prohibit discrimination because of race, religion, sex, national origin, age, mental, and physical disability, or any other protected basis.

IV. ADAMS COUNTY'S EQUAL EMPLOYMENT OPPORTUNITY (EEO) STATEMENT

Adams County is committed to maintaining an environment free of discrimination and inappropriate conduct. The County expects its employees to strictly observe the following policies in the workplace and in other work-related settings such as business trips and business-related social events. Failure to do so will result in disciplinary action, up to and including termination of employment.

¹ Title VI Plan is the system of requirements that Adams County will follow to implement Title VI of the Civil Rights Act of 1964. References to Title VI requirements and regulations shall not be limited to Title VI of the Civil Rights Act of 1964. Where appropriate, this term also refers to the civil rights provisions of other Federal statutes, regulations and directives and Indiana state law to the extent that they prohibit discrimination on the grounds of race, color, sex, age, disability, national origin or income status in programs receiving Federal financial assistance of the type subject to Title VI itself. These Federal statutes are: (1) Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d-d4 (49 CFR 21; the standard DOT Title VI assurances pursuant to DOT Order 1050.2; Executive Order 11764; 28 CFR 50.3); (2) Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (42 U.S.C. 4601-4655) (49 CFR 25; Pub. L. 91- 646); (3) Title VIII of the Civil Rights Act of 1968, amended 1974 (42 U.S.C. 3601-3619); (4) 23 U.S.C. 109(h); (5) 23 U.S.C. 324; and (6) Subsequent Federal-Aid Highway Acts and related statutes. See 23 CFR 200.

4.1 Discrimination

Adams County is an equal opportunity employer. The County believes in the dignity and the worth of every individual. The County will not discriminate against or favor any employee or applicant, or make any decision or take any action, because of race, color, religion, sex, national origin, age, disability, or any other protected category, as provided by law. The County also prohibits any discrimination or demeaning language, characterization or conduct by its employees that may harass, intimidate, insult, ridicule, emphasize, or characterize another person because of his/her race, color, religion, national origin, sex, age, disability, or any other protected category ("Protected Class").

While it is impossible to list all types of such harassment, they include:

- verbal or physical conduct that denigrates or shows hostility or aversion toward an individual or group in the Protected Class,
- epithets, slurs, or negative stereotyping related to the Protected Class,
- threatening, intimidating, or hostile verbal or physical acts toward an individual or group that relate to the Protected Class, or
- written or graphic material that denigrates or shows hostility or aversion toward any individual or group in the Protected Class.

4.2 Sexual Harassment Policy

The County prohibits sexual harassment of its employees by other employees or non-employees who conduct business with the County. The County holds Department Heads responsible for maintaining work environments free from any form of sexual harassment. The County further believes that prevention is the best method of eliminating sexual harassment. Therefore, the County charges Department Heads with the responsibility of taking all steps necessary to prevent sexual harassment from occurring. This would include, but not be limited to, affirmatively raising the subject when necessary, expressing strong disapproval of sexual harassment, and informing employees of their rights under this policy. Violations of this policy may be cause for disciplinary action, up to and including termination. While it is impossible to list all types of sexual harassment, they include unwelcome or unwanted:

- sexual advances, sexual flirtations, and requests for sexual favors,
- verbal, visual, or physical conduct of a sexual nature,
- offensive sexual remarks, innuendoes or jokes,
- unwelcome leering, whistling, or obscene gestures,
- display of sexually suggestive objects or pictures,
- sexually degrading words used to describe an individual,
- sexually suggestive or offensive dress,
- when (1) submission to such conduct is explicitly or implicitly a condition of employment, or (2) submission to or rejection of such conduct is used as the basis for employment decisions, or (3) such conduct unreasonably interferes with an individual's job performance, or (4) such conduct creates an unwelcome, intimidating, hostile, abusive, or offensive working environment. The prohibition

on sexual harassment applies to persons of the same or opposite sex, as required by applicable federal, state, or local law.

4.3 Harassment

The County is committed to providing a workplace free of inappropriate treatment of any employee because of race, color, sex, religion, age, national origin, ancestry, disability or any other category protected under federal, state or local law. To be unlawful, conduct must be so severe and pervasive that it unreasonably interferes with an employee's ability to work. The County is committed to protecting employees from inappropriate conduct whether from other employees or non-employees such as vendors, suppliers or members of the public. Examples of inappropriate conduct may include, among other things:

- Slurs, stereotyping, threatening, intimidating or hostile acts that relate to the Protected Class; and
- Written or graphic material that denigrates or shows hostility or aversion toward an individual or group in relation to their Protected Class.

4.4 Complaint Process Harassment

The County supports and encourages reporting of all incidents of discrimination or sexual harassment, regardless of who the offender may be. If you experience unlawful discrimination or harassment, or observe such conduct, you should promptly report the matter to your immediate supervisor. If, however, you believe that it would be inappropriate to discuss the matter with your supervisor, you may bypass your supervisor and report it to your Department Head, the Auditor, a member of the Board of Commissioners, or to the County Council President.

Your complaint will be treated as confidential to the maximum extent possible and will be investigated promptly and thoroughly. The County strongly disapproves of discrimination or harassment and will take appropriate corrective action to end such conduct, including but not limited to discharge of any person who engages in such conduct.

4.5 No-Retaliation Policy

It is against County policy to retaliate against any employee for filing a complaint, reporting, cooperating in the investigation, or offering evidence of a violation of this policy. Any person who takes such retaliatory action shall be subject to disciplinary action, up to and including termination. However, an individual's personal and professional life may be seriously damaged by a complaint of unlawful discrimination or harassment. Therefore, if after thoroughly investigating any complaint of harassment or discrimination, the County determines that an employee has knowingly provided false, exaggerated or embellished information regarding the complaint, disciplinary action may be taken against that individual, up to and including termination.

4.6 Americans with Disabilities Act (ADA)

Adams County, pursuant to and in accordance with the Americans with Disabilities Act (ADA) specifically Title I of the ADA, shall not discriminate against a qualified individual with a disability because of the disability in regard to job application

procedures, the hiring, advancement or discharge of employee, employee compensation, job training and other terms, conditions and privileges of employment, (42 U.S.C. § 12113, as amended from time to time.) Additionally, no qualified individual with a disability may, on the basis of disability, be subjected to discrimination in employment under any service, program or activity conducted by the County (56 Fed. Reg. 35719, as amended from time to time).

No qualified applicant or employee shall be refused employment or discriminated against because of such person's need for a reasonable accommodation for a known physical or mental disability as required under the ADA unless such accommodation causes undue hardship, as defined by law, to Adams County. The County further stresses that any applicant may request any needed reasonable accommodation to participate in the application process, e.g. accommodation for a test, job interview or job demonstration. During the application process, the applicant will be subjected to various tests which are job-related and consistent with business necessity and not intended to discriminate against applicants. Therefore, if an applicant is in need of a reasonable accommodation to perform such tests, then this should be brought to the attention of the County.

4.7 Open-Door Policy

It is the County's policy to encourage employees to communicate with their supervisors concerning work-related problems. If an employee has a work-related problem, the employee should bring it to the attention of his/her Department Head, another member of the County's management, or the Human Resources Department. The County will take the appropriate steps, if any, to investigate and resolve the problem.

V. ADAMS COUNTY'S NON-DISCRIMINATION STATEMENT

Adams County values each individual's civil rights and wishes to provide equal opportunity and equitable service for the citizens of this County. As a recipient of federal funds, Adams County is required to conform 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 on the grounds of race, color, age, sex, disability, national origin, income status or limited English proficiency. In accordance with these values, Adams County has named a Title VI (and ADA) Program Manager. The current program manager is:

Rex Moore, Commissioner of Adams County
313 W Jefferson Street
Decatur, IN 46733

VI. TITLE VI COMPLIANCE RESPONSIBILITIES AND ASSURANCES

Program managers are to ensure County-wide compliance with Title VI and ADA compliance. All noncompliance issues will be brought to the attention of the Program Manager.

- Implementing Adams County's Title VI and Americans with Disabilities Act of 1990, (ADA) plans;

- Developing processes and procedures for the investigation of complaints filed under Title VI and the ADA;
- Developing and implementing Limited English Proficiency (LEP) Plan;
- Coordinating Title VI Program development with Department Heads;
- Providing technical assistance, guidance and advice on the Title VI Program;
- Establishing procedures for processing Title VI reviews;
- Conducting Title VI reviews of sub-recipients, special interest programs and activities;
- Developing and conducting Title VI training;
- Participating in the design, development and dissemination of Title VI information to the public; and
- Annually updating Adams County's Title VI Implementation Plan and ADA Plan.
- To ensure meaningful access to Adams County's services and programs to all individuals regardless of race, color, national origin, sex, age, disability, income level or limited English proficiency.
- To develop and continually review and update effective Title VI, ADA and LEP implementation plans for Adams County.

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- To develop and continually review and update effective Title VI, ADA and LEP implementation plans for Adams County.

VIII. COMPLIANCE REVIEW PROCESS

The internal review process will consist of three phases conducted by the Title VI/ADA Program Manager or other trained staff. The first phase shall consist of a meeting with leadership and pertinent personnel. The reviewer will interview pertinent personnel and gather sufficient information. The second phase shall consist of a review of Title VI and ADA transition plans. The third phase is to record and log all changes or non-compliance

items with a corrective plan. The reviewer may also contact outside state and federal agencies to report preliminary findings, conclusions and recommendations.

IX. EXTERNAL COMPLAINT PROCESS

Adams County will promptly investigate all properly submitted complaints of alleged discrimination. The County will also attempt to resolve such complaints and take corrective action upon a finding of a substantiated complaint. Within 60 days of receiving a complete complaint, the County will submit its final investigative report to the appropriate state or federal agency and log in findings to database. The County's complaint process provides a procedure for appeal of all unsubstantiated claims of discrimination.

8.1 Complaint Investigation Procedures

The Title VI/ADA Program Manager will make a determination to accept, reject or refer to the appropriate federal/state agency a complaint within seven calendar days of its receipt. The County will determine whether the person or entity purportedly engaged in the alleged discriminatory act is a County sub-recipient (the legal entity to which Adams County has made a sub-award and which is accountable to the recipient for the use of the funds provided). If the complaint does not specifically mention that the alleged discriminatory actor is a County sub-recipient, the County may presume so in deciding whether to accept the complaint for further processing.

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964 and its related statutes, regulations and directives; the Americans with Disabilities Act of 1990, as amended; and Section 504 of the Vocational Rehabilitation Act of 1973. These procedures do not affect the right of the Complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the Complainant.

The County will make every effort to facilitate a voluntary early resolution of complaints at the lowest level possible. The County may exercise the option of informal resolution at any stage of the process. The Title VI/ADA Program Manager will make every effort to pursue a resolution of the complaint.

The Title VI/ADA Program Manager will refer all unresolved complaints against the County to the appropriate Federal or State agency. All complaints and resolutions will be logged into the County's database.

8.2 Who May File a Complaint?

Any person who believes that he or she has been excluded from participation in, denied the benefits of or otherwise subjected to discrimination under any Adams County service, program or activity whether federally funded or not, based on their Protected Class may file a complaint. A complainant's representative may also file a complaint on behalf of such a person.

8.3 Timeliness of Complaints

For a complaint against the County or a sub-recipient to be considered timely, it must be filed within 180 calendar days after the alleged incident has occurred. The County may waive the 180 day time limit for good cause at its discretion. The file date of a complaint is the earlier of the postmark or date received by County. The County will determine on a case-by-case basis whether to waive the time limit for good cause. Good cause for a waiver shall include, but is not limited to, the following instances: A. Lack of Knowledge B. The County may waive the time limit in situations where the person on whose behalf the complaint was filed did not know of and could not have reasonably known of the violation during the 180 - day time limit. The complainant must file his or her complaint within 60 days of becoming knowledgeable of the violation. C. Incapacitation-The County may also waive the time limit in situations where the person on whose behalf the complaint was filed was incapacitated because of illness or other incapacitating circumstances. The Complainant must provide independent documentation of the purported incapacitation. The complainant must file his or her complaint within 60 days after the period of incapacity ends.

8.4 Location/Availability of Complaint Forms

The County will make its complaint forms available in the office of the Adams County Auditor. Additionally, persons may contact the Title VI/ADA Program Manager to request a copy of the complaint form via email, facsimile or United States mail. The County's Title VI/ADA Program Manager shall provide copies of its complaint form in alternative formats upon request.

8.5 How to File a Complaint?

A Complainant may file his or her complaint by mail, facsimile, or email. Any person with a disability may request to file his or her complaint using an alternative format. The County will acknowledge complaints received by fax, email or any other formal written form and will process them once the County establishes the identity of the Complainant. Complainants must mail a signed, original copy of the fax or email transmittal to the County to begin the formal complaint process. The County does not require a Complainant to use the County's complaint form for submitting his or her complaint.

Direct Title VI complaints to:

Rex Moore, Commissioner
Title VI Coordinator
313 West Jefferson St.
Decatur, IN 46733

8.6 Elements of a Complete Complaint

A complete complaint is written and signed. All 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 County's website. Additionally, a complete complaint is filed within 180 calendar days of the alleged discriminatory act(s) and includes, at minimum, 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.

The following items are not acceptable as a complete complaint unless accompanied by a signed cover letter that specifically requests the County take action concerning the allegations:

- Anonymous complaints
- Inquiries seeking advice or information
- Newspaper articles
- Courtesy copies of court pleadings
- Courtesy copies of complaints addressed to other agencies
- Courtesy copies of internal grievances
- Oral complaints

The Title VI/ADA Program Manager shall notify the Complainant in writing if his or her complaint is incomplete and allot 15 calendar days for the Complainant to respond and provide the supplemental information needed to complete the complaint. Failure on the part of the Complainant to supplement and complete the complaint will discharge Adams County from further investigation and processing of the incomplete complaint.

8.7 Processing Complaints

The Title VI/ADA Program Manager will process all complaints. The Title VI/ADA Program Manager is responsible for:

- Maintaining a log of all complaints. The Title VI/ADA Program Manager will note the complaint in the log by sequential case number based on the year, month, and order in which INDOT received the complaint.
- Acknowledging receipt of the complaint and informing the Complainant of the action taken or proposed action to be taken to process the complaint in the form of an acknowledgement letter. The acknowledgement letter shall include a restatement of the complaint, brief statement of the County's jurisdiction over the sub-recipient, and contact information for the investigator assigned to conduct the investigation.
- Forwarding a notice via certified mail to the Respondent informing them of the allegations, requesting a position statement and providing the name and telephone number of the Title VI Program staff person assigned to investigate the complaint.
- Informing the Complainant that he or she has a right: (1) to have a witness or representative present during any interviews and (2) to submit any documentation he or she perceives as relevant to proving the allegations contained in the complaint.
- Providing the Respondent an opportunity to respond to all aspects of the Complainant's allegations.
- Determining which witnesses will be contacted and interviewed.
- Contacting the Complainant at the conclusion of the investigation to provide the Complainant an opportunity to provide additional information before the County prepares its final report.
- Writing a confidential investigative report (IR) and forwarding to be logged into the database. The report shall not be disclosed to the Complainant or Respondent. The report shall include the following:
 - A summary of the written complaint;
 - A brief description of the standard of review/methodology used to investigate the complaint;

- Summarized statements taken from witnesses;
 - Findings of fact and an analysis of the evidence gathered. The analysis should address each allegation in the complaint and Respondent's position;
 - A determination, based on the preponderance of evidence presented of whether the complaint is substantiated or unsubstantiated; and
 - Proposed corrective action for substantiated cases.
- Drafting a Letter of Findings (LOF) and mailing the LOF to the Respondent and Complainant (by certified mail) within 60 calendar days of the date the complaint was received by the County. The LOF will include the following:
 - A summary of the written complaint;
 - A brief description of the standard of review/methodology used to investigate the complaint;
 - Findings of fact and an analysis of the evidence gathered. The analysis should address each allegation in the complaint and Respondent's position;
 - A determination, based on the preponderance of evidence presented, of whether the complaint is substantiated or unsubstantiated;
 - Proposed corrective action for substantiated cases; and
 - A notice of the right to appeal and an outline of the procedures for appeal.

8.8 Corrective Action

If the County recommends corrective action, the County will give the Respondent 30 calendar days to inform the County of the actions taken for compliance. The Title VI/ADA Program Manager shall monitor Respondent's corrective action compliance. Corrective action may include actions that the Respondent will complete at a future date after the initial 30 days and must include projected time in which the Respondent will complete the action. If the Respondent has not taken the recommended corrective action within the 30-day period allowed, the County will find the Respondent to be in noncompliance with Title VI and its implementing regulations. Noncompliance not corrected by informal means as described above may be subject to sanctions as per 49 CFR § 21.13.

8.9 Pre-Investigative/Administrative Closures

It is the general practice of the County to investigate all complete complaints; however, the County may administratively close a complaint at its discretion. The types of complaints that may be administratively closed and will not be investigated include, but are not limited to, the following:

- Complaints that fail to state a claim or provide any substantial or coherent claim;
- Complaints that are outside the scope of the County's Title VI jurisdiction or conflict with other Federal regulations and policies;
- Untimely complaints filed more than 180 days after the alleged discriminatory acts;
- Complaints voluntarily withdrawn by the Complainant;
- Complaints in which the investigation has been impaired by the County's inability to locate the Complainant;
- Complaints that are a continuation of a pattern of previously filed complaints involving the same or similar allegations against the same recipient or other recipients that repeatedly have been found factually or legally unsubstantiated by the County;
- Complaints containing the same allegations and issues that have been addressed in a recently closed complaint or compliance review conducted by the County;
- Complaints containing allegations that are foreclosed by previous decisions by the federal courts, Department of Justice or Adams County's policy determinations;

- Complaints filed for complainants or parties who refuse to cooperate with the investigation and whose lack of cooperation substantially impairs the completion of the investigation. In such circumstances, the Complainant should be contacted and advised that their lack of cooperation has hindered the investigation. Furthermore, the Complainant must be advised that continued failure to cooperate may result in an administrative closure of the complaint without further investigation;
- Complaints transferred to another agency for investigation; and
- Complaints where the death of a Complainant makes it impossible to investigate the allegations fully or the death of the Complainant forecloses the possibility of relief because the complaint involved potential relief solely for the Complainant or injured party.
- Complaints that are incomplete after Adams County has provided the Complainant with 15 days to cure said incomplete complaint.

The County shall notify Complainants in writing via certified mail when a determination is made to administratively close a case without further investigation. The notification shall include an explanation of the basis for the administrative closure.

8.10 Appeals Procedures

The Complainant has the right to appeal to the appropriate State and Federal agency any determination that results in an unsubstantiated claim. The County will convey to the Complainant the procedures for filing the appeal to the appropriate State and Federal agency along with the Letter of Findings. The procedure for filing an appeal with FHWA is:

- Complainant must submit the appeal in writing to the Title VI/ADA Program Manager within 14 calendar days of receipt of the County's Letter of Findings.
- Complainant must cite in the appeal the specific portion(s) of the finding with which the Complainant disagrees and the reason(s) for the disagreement

8.11 Confidentiality

In accordance with DOT Order 1000.12, the County shall keep all complainants' identities confidential except to the extent necessary for carrying out an investigation. If an investigator determines that it is necessary to disclose the Complainant's identity to the Respondent or a third party the investigator must first obtain Complainant's written permission. Furthermore, the County shall obtain a Complainant's written consent before providing a copy of the complaint to the Respondent or a third party unless requested by monitoring state or federal agencies.

8.12 Records

The County's Title VI program manager shall maintain all records of an investigation in a confidential area for three years after the completion of the investigation.

8.13 Summary of Complaints Received

Since complaints are considered confidential, only a summary of item(s) will be included as part of this document. No complaints have been registered at this time.

X. PUBLIC INVOLVEMENT AND OUTREACH

10.1 Website

The County's Title VI/ADA Program Manager shall periodically update the Title VI webpage as needed and provide technical assistance via the website as appropriate. In 2016 the Program Manager is evaluating the website resources available to more effectively and efficiently disseminate program information, make training more available, and serve as a recipient portal for collected program data and information. Pursuant to 23 CFR § 200.9(b) (4), the County shall collect and analyze statistical information regarding demographics to monitor and ensure nondiscrimination in all of its programs and activities.

Questions and concerns can be directed to:

Adams County Auditor
313 W. Jefferson Street
Decatur, IN 46733
Phone: 260-724-5300

10.2 Data Collection

The County may use a voluntary public involvement survey to collect information regarding persons affected by proposed County projects. The survey permits respondents to remain anonymous, while voluntarily answering questions regarding their, race, color, national origin, sex, age, disability status, household income or limited English proficiency.

The County may make a voluntary public involvement survey available at all public hearings and meetings. The County retains completed surveys for three years from the date of the meeting and/or completion of the related project if applicable.

XI. LIMITED ENGLISH PROFICIENCY

A. Overview

According to the U.S. Census Bureau 2007-2011 American Community Survey (ACS) data, over the five-year period from 2007-2011, approximately 2.60% of the population in Indiana reported that they speak English less than very well. Furthermore, 20 Indiana counties have populations where more than 2.60% of their total population reported that they speak English less than very well.

In addition, the Census 2010 American Community Survey states that 20.6% of Indiana's population age five years and older speak a language other than English at home. Of that figure, 42.4% indicated that they speak English "less than very well." Moreover, 55.3% of those who speak a language other than English at home speak Spanish or Spanish Creole.

One goal of Adams County in implementing and adhering to its Title VI obligations is to improve the accessibility of its programs and activities to eligible Limited English Proficiency (LEP) persons, e.g. those persons who have a limited ability to read, write, speak or understand English.

The County continues to strive to improve its data collection efforts to better track the actual number of LEP individuals encountered in the delivery of services so that the County may continue to evaluate the effectiveness of its LEP Implementation Plan.

Adopted this 11th day of July, 2017.

ADAMS COUNTY
BOARD OF COMMISSIONERS



Kim A. Fucello

Rex W. Moore

ATTEST:

