COMPLIANCE NOTES:
Title VI—Race, Color and National Origin

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance for services, aid, training and benefits to the public.

As President John F. Kennedy said in 1963: "Simple justice requires that public funds, to which all taxpayers of all races [colors, and national origins] contribute, not be spent in any fashion which encourages, entrenches, subsidizes or results in racial [color or national origin] discrimination."

FORMS OF ILLEGAL DISCRIMINATION

A recipient of Federal financial assistance may not, based on race, color or national origin:

- Deny services, aids or other benefits provided as a part of employment, education or health care programs.
- Provide a different service, financial aid or other benefit, or provide them in a different manner from those provided to others under the program.
- Segregate or separately treat individuals in any matter related to the receipt of any service, financial aid or other benefit.
- Fail to take reasonable steps to ensure meaningful access by limited English proficient (LEP) persons to the recipient's programs or activities.

EXECUTIVE ORDER 13166

In August 2000, this Order "Improving Access to Services for Persons with Limited English Proficiency" was issued, and directed federal agencies to:

- Publish guidance on how their recipients can provide access to LEP persons.
- Improve the language accessibility of their own programs.
- Break down language barriers by implementing consistent standards of language assistance across federal agencies and amongst all recipients of federal financial assistance.

The Order covers all federal and federally assisted programs and activities.

WHO IS A LIMITED ENGLISH PROFICIENT PERSON?

Persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or "LEP." These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

APPLICABLE FEDERAL LAWS

- Title VI of the Civil Rights Act of 1964
- Executive Order 13166
- Title VII of the Civil Rights Act of 1964
- Title IX of the Education Amendments of 1972

Since the University of Tennessee Health Science Center receives federal funding, protection under Title VI exists in all environments affiliated with our campus. The Office of Compliance creates awareness through trainings and other communication methods and investigates complaints to ensure compliance across campus.

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THE UNIVERSITY OF TENNESSEE HEALTH SCIENCES
COMPLIANCE

FILE A COMPLAINT

If you or someone you know believes he/she has been discriminated against, please contact the **Office of Compliance**. The complaint procedures for the University of Tennessee Health Science Center are as follows: Title VI complaints must be filed with UT within 180 days of the alleged discriminatory act. A written complaint should include:

- Your name, address, telephone number, and signature.
- The name and address of the program or department you believe discriminated against you.
- How, why, and when you believe you were discriminated against and the names of those involved, if known. Include as much background information as possible about the alleged acts of discrimination.
- The names of any persons that Office of Compliance could contact for additional information to support or clarify your allegations.

A complainant may also have the ability to file complaints with external agencies such as the Equal Employment Opportunity Commission (EEOC), the Tennessee Human Rights Commission (THRC), the Office for Civil Rights (OCR), and the courts.

Please note that the deadlines for filing with external agencies or courts may be shorter than the deadline established for filing a complaint under this Procedure.

NOTICE OF TITLE VI COORDINATOR

While compliance with the law is everyone's responsibility at the University, listed below is the University's Title VI Coordinator who has primary responsibility for Title VI Compliance.

SevaPriya Barrier, JD, MEd, CCEP
Director of Compliance
Title IX Coordinator
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LIMITED ENGLISH PROFICIENCY (LEP) SERVICES IN CLINICAL AREAS

It is the practice of the University of Tennessee Health Science Center to provide language access services to populations of persons with Limited English Proficiency (LEP) who are eligible to be served by our programs. Such services will be focused on providing meaningful access to our programs, services, and/or benefits. In August 2011, **AVAZA Language Services Corporation** was awarded the state-wide contract for telephone interpreting services for all of State of Tennessee government. The contract allows state users to contact the AVAZA 24-hour call center for foreign language interpretation in over 150 languages and dialects. All agencies and departments, all counties and all programs in the State of Tennessee are covered under SWC 176. Because UT Health Sciences is a federal contractor, use of interpretation services are covered under Title VI of the Civil Rights of 1964 addressing discrimination based on race, color or national origin in programs and activities receiving federal financial assistance.

DeafConnect is a private, non-profit interpreter referral agency, with funding provided by United Way of Memphis. UT Health Sciences has used DeafConnect's sign language interpreter services for assistance with patients, graduation and other events. Emergency interpreting is also available 24 hours a day. Use of the interpretation services may qualify as a reasonable accommodation under the Americans' with Disabilities Act and Section 504 of the Rehabilitation Act of 1973 depending on the circumstances for UT Health Sciences sponsored events or programs.

Language Assistance Service Options

- Oral interpretation services
- Bilingual staff
- Telephone interpreter lines
- Written language services
- Community volunteers

AVAZA Language Services Corp.

WHAT PROGRAMS ARE COVERED BY TITLE VI?

Approximately 30 Federal agencies provide Federal financial assistance in the form of funds, training, and technical and other assistance to State and local governments, and nonprofit and private organizations.

These recipients of Federal assistance, in turn, operate programs and deliver benefits and services to individuals (known as "beneficiaries") to achieve the goals of the Federal legislation that authorizes the programs. Federally assisted programs address such broad and diverse areas as:

- Elementary, secondary, and higher education.
- Health care, social services, and public welfare.
- Public transportation.
- Parks and recreation.
- Natural resources and the environment.
- Employment and job training.
- Housing and community development.
- Law enforcement and the administration of justice.
- Agriculture and nutrition.

The University of Tennessee is an EEO/Title VI/Title IX/Section 504/ADA/ADEA institution in the provision of its education and employment programs and services.