

Town of Kennard, Indiana



Title VI Implementation Plan

Adopted September 24th, 2026

Ordinance No.09-24-2026-03

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INTRODUCTION

This Title VI Implementation Plan is part of the Town of Kennard's 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, Kennard seeks to provide continued transparency, clarity, and technical guidance for internal and external constituents regarding its Title VI program.

GLOSSARY OF TERMS

Below is a list of terms and their definitions that will be used throughout this document.

Term	Definition
Accessibility	The practice of making information, activities, and environments usable and inclusive for as many people as possible, including those with disabilities.
Affirmative Action	Set of procedures designed to; eliminate unlawful discrimination, remedy the results of such prior discrimination, and prevent such discrimination in the future.
Civil Rights Complaint	A formal grievance submitted by an individual alleging that they have been subjected to discrimination in violation of Title VI or related regulations. Complaints can be filed by individuals who believe they have been denied access to or treated unfairly in town programs or services.
Complaint Monitoring	The ongoing process of assessing and reviewing programs and activities to ensure they adhere to Title VI requirements. This includes conducting audits, reviewing policies, and evaluating service delivery.
Complaint Procedure	The process established for individuals to file grievances related to alleged violations of Title VI, including how to submit a complaint, how it will be reviewed, investigated, and resolved.
Corrective Action	Measures taken to address and rectify issues identified during compliance monitoring or as a result of a complaint.
Discrimination	The unjust or prejudicial treatment of different categories of people, especially on the grounds of ethnicity, age, sex, or disability.
Equal Opportunity	The policy of treating others without discrimination, especially on the basis of race, sex, age, disability, or language.
Equity	The state, quality, or ideal of being just, impartial, and fair. This involves providing people with the

	resources they need to become successful, even if those resources are different from what others need.
Equity Impact Assessment	A systematic process that helps organizations identify and reduce potential harm to marginalized populations when making decisions.
Federal Financial Assistance	Funds provided by the federal government to support programs, services, or activities. This includes grants, loans, and other forms of government financial support.
Language Assistance Services	Services provided to individuals with Limited English Proficiency (LEP) to help them access and understand town programs and services. These services may include translation of documents, interpretation services, and bilingual staff support.
Limited English Proficiency (LEP)	Refers to individuals whose primary language is not English and who have a limited ability to read, speak, write, or understand English. LEP individuals may need language assistance services to access town programs and services effectively.
Meaningful Access	The ability for individuals to use services and benefits comparable to those enjoyed by members of the mainstream cultures. This is achieved by eliminating communication barriers and ensuring the individual can communicate effectively.
Non-Discrimination Policy	A formal policy adopted by the town that commits to providing services and programs without discrimination and outlines the town's approach to promoting equity and inclusion.
Outreach	Efforts made to inform and engage with individuals and communities, especially those who may be affected by or have an interest in town programs and services. Outreach activities are designed to promote awareness and encourage participation.
Public Participation	The process of engaging with community members and stakeholders to ensure their input is considered in the development and implementation of town programs and services. Effective public participation helps ensure that the needs of all residents are addressed.
Title VI of the Civil Rights Act of 1964	The federal law that prohibits discrimination based on race, color, or national origin in programs and activities that receive federal financial assistance.
Title VI Compliance Plan	A strategic document ensuring that programs and activities that receive federal financial assistance comply with the Title VI of the Civil Rights Act of 1964.

Title VI Coordinator	The designated individual responsible for overseeing the implementation of Title VI requirements within the town. This person manages compliance efforts, handles complaints, and ensures that town programs and services meet Title VI standards.
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KENNARD TITLE VI NON-DISCRIMINATION NOTICE & POLICY

The Town of Kennard 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, Kennard 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 Kennard on the grounds of race, color, age, sex, sexual orientation, gender identity, disability, national origin, religion, income status or limited English proficiency. The Town of Kennard 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 Kennard 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 Town of Kennard hereby gives assurance that no qualified disabled person 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.

Kennard 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, Kennard will take reasonable steps to provide meaningful access to services for persons with limited English proficiency (LEP). The Town of Kennard will, where necessary and appropriate, revise, update and incorporate nondiscrimination requirements into appropriate manuals, directives and regulations.

Whenever Kennard distributes federal-aid funds to a second-tier subrecipient, Kennard will include Title VI language in all written agreements.

The following individual has been identified as the Town of Kennard '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.

Steve Worsham
Council President
100 Main St
Kennard, IN 47351
(765) 785-2331
steve@kennardin.com

The Town of Kennard affirms its commitment to nondiscrimination by publishing its Title VI Implementation Plan and its Assurances of Nondiscrimination, incorporated herein on the agency website:
<https://kennardin.com>

TITLE VI ASSURANCES & IMPLEMENTATION

Assurances are included in Appendix A and integrated into this document. This Title VI Implementation Plan has been adopted, implemented, and is being adhered to by the Town of Kennard, Indiana. Kennard has adopted this plan by resolution of the Town Council and its effective upon such adoption. This plan shall be reviewed annually and updated as needed.

Signed by: _____ Date: _____

Steve Worsham, Title VI/ADA Coordinator

The individual above is a duly authorized representative of the Town of Kennard.

KENNARD ORGANIZATION AND STAFFING

Steve Worsham – Council President
Jason Groce – Board Member
Holly Lee – Board Member
Ronald Huffman – Fire Chief
Clerk-Treasurer – Jan Lockridge

KENNARD OVERVIEW OF TITLE VI PROGRAM

DATA COLLECTION, ANALYSIS, & REPORTING

The type of data collected is dependent on the program area's objective. The Town of Kennard collects various types of data to ensure compliance with Title VI. Some information is collected over a period of time with the objective of determining what data needs to continue being collected.

The following types of data are currently being collected by the Town of Kennard:

- Complained received, logged, processed, and investigated by Kennard
- Environmental Justice analysis and reports regarding federal aid projects
- Records of meeting minutes and discussions related to Title VI in all program areas

The following types of data will be considered for future collection:

- Limited English Proficiency reports
- Voluntary Public Involvement Surveys
- Record of Title VI Training
- Data related to specific program areas being reviewed for disparate/disproportionate impacts of other evidence of potential discrimination or discriminatory outcomes

COMPLAINTS OF DISCRIMINATION

HOW TO FILE A COMPLAINT

While a Complainant may preliminarily submit his or her complaint by online form submission, mail, 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. Kennard does not require a Complainant to use the Kennard complaint form when submitting his or her complaint.

Direct all complaints of discrimination pursuant to Title VI to:

Steve Worsham
Council President
100 Main St
Kennard, IN 47351
(765) 785-2331
steve@kennardin.com

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 Town of Kennard website at <https://kennardin.com/index.html>

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 Town.
- The Title VI Coordinator will then investigate the complaint. Additionally, a copy of the complaint will be forwarded to the Town Attorney.
- If the complaint warrants a full investigation, the Complainant will be notified in writing by certified mail. This notice will name the investigator and/or investigating agency.
- The party alleged to have acted in a discriminatory manner will also be notified by certified mail as of the complaint. This letter will also include the investigator's name and will request that this party be available for an interview.
- Any comments or recommendations from legal counsel will be reviewed by the Title VI Coordinator and the Town Council.
- Once the Town has investigated the report findings, the Town will adopt a final resolution.
- All parties associated with the complaint will be properly notified of the outcome of the Town's 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 15 days of receiving the written response. Unless new facts not previously considered come to light, reconsideration of the Town's 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: [https://www.envirolawyer.com/DOJ%20Investigations%20Procedures%20Manual%20\(1998\).pdf](https://www.envirolawyer.com/DOJ%20Investigations%20Procedures%20Manual%20(1998).pdf)

ENVIRONMENTAL JUSTICE 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 three fundamental environmental justice (EJ) principles are:

- 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.

The Town of Kennard is committed to these three environmental justice principles in all work that the Town performs.

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LIMITED ENGLISH PROFICIENCY (LEP) POLICY

On August 11th, 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. Its purpose is 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 County uses to access the LEP populations in the Town of Kennard.

1. The number and proportion of LEP persons eligible to be served or likely to be encountered by the Town.
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 Town and costs.

Due to the findings below showing 0% of the population as not speaking English well, the Town of Kennard has not implemented the safe harbor provision whereby it identifies and translates all vital documents into any language where the 5% threshold is not met whereby 5% of the population in the Town both:

- Does not speak English very well AND
- Primarily speaks another specific language as identified in current census data or other publicly 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 Town can only be estimated until the actual number of persons who can speak English less than "very well" are documented as needing assistance by Town 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 U.S. Census Bureau provides statistics from 2020 for the Town of Kennard as follows:

Total population: 329

Hispanic or Latino: 7

Non-Hispanic or Latino: 322

Population by One Race: 317

White = **310**, African American = **1**, Asian = **0**, American Indiana or Alaska Native = **0**, Native Hawaiian and Pacific Islander = **0** Other = **6**, Identified by two or more = **12**.

The U.S. Census Bureau's American Community Survey (ACS) 5-Year Estimates do not report any residents in Kennard who speak a language other than English at home. Because the population is very small, ACS language data for the Town are often suppressed or reported as zero to protect privacy. As a result, the ACS does not identify any individuals in Kennard who speak English less than "very well," and the estimated number of Limited English Proficient (LEP) residents is 0.

Based on these census figures, there may be no individuals living in the Town of Kennard who meet the definition of LEP. This aligns with the Town's direct experience: staff have received very few, if any, requests for translation or interpretation services from residents. Therefore, the practical LEP population in Kennard is likely negligible, and significantly lower than earlier estimates that relied on broader county-level data.

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 Town. This may be attributed to the high percentage of younger people 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 Town will provide, upon request, services to assist the LEP population including translation of vital Town documents and interpretation services.

Factor 4: The resources available to the Town and costs:

If translator is requested, the county will use Google Translate and this is free of charge.

SUMMARY OF LEP ACCOMMODATION PLAN

- The Town of Kennard 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 Town 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 Town Staff whereas Town Staff may then access a translation service as determined by the Town.
- The Town of Kennard 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 Town 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 Town 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 Town's Title VI plan and procedures as required.

- Staff for the Town will be provided training on the requirements for providing meaningful access to services for LEP persons. New employees will receive the same training.

TITLE VI DISSEMINATION & ACCESSIBILITY TRAINING

At time of Hire (and annually to all employees if applicable): Title VI policy education and literature will be provided to all Town of Kennard employees. Kennard employees will be required to sign an acknowledgement of receipt indicating they have received and reviewed Title VI policy guidelines. New employees will be provided with education and literature at new employee orientation. Employees will be provided with updated education and literature as Kennard deems necessary.

Ongoing Training provided to current employees: Current employees will receive training bi-annually. Training will mainly consist of PowerPoint presentations.

Employees will be expected to follow the Title VI policy and the guidelines set forth. In addition, Town of Kennard 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 Town of Kennard shall collect and analyze statistical information regarding demographics to assist in monitoring and ensuring nondiscrimination in all of its programs and activities.

Kennard 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 & OUTREACH

The Town of Kennard 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.

The Town of Kennard hosts meetings monthly and those meetings are open to the public. Any meetings that are open to the public are published on Kennard's website's main page. All Kennard 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 Kennard website are various meeting agenda's, meeting minutes, notices, events and news. Some departments within Kennard will utilize signage, media and social media websites as another avenue to communicate with the community.

REVIEW OF PROGRAM AREA

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

ANNUAL WORK PLAN

FILL IN FROM KENNARD

Goals	Target Completion Date

Accomplishments	Completion Date

APPENDICIES

- A. Assurances
- B. Complaint Policy
- C. Complaint Log
- D. External Complaint Procedure/Form
- E. Public Involvement Survey
- F. I-Speak Cards

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A: ASSURANCES

TITLE VI PLAN ASSURANCES

1. **Non-Discrimination Assurance:** "The Town of Kennard, Indiana assures that no person shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity on the basis of race, color, or national origin."
2. **Language Access Commitment:** "We are committed to providing meaningful access to programs and services for individuals with limited English proficiency. Translation and interpretation services will be available upon request."
3. **Public Participation Assurance:** "The Town of Kennard, Indiana will actively engage with the community, ensuring that all stakeholders, especially those from underrepresented groups, have opportunities to participate in the decision-making processes."
4. **Data Collection and Analysis:** "We will collect and analyze demographic data to assess the impact of our programs on various racial and ethnic groups, identifying and addressing any disparities that arise."
5. **Complaint Procedure Assurance:** "We will maintain a clear and accessible process for individuals to file complaints regarding discrimination. This process will be publicly available and regularly communicated to all stakeholders."
6. **Training and Education Assurance:** "All staff will receive training on Title VI requirements and cultural competency to ensure understanding and adherence to non-discrimination policies."
7. **Monitoring and Evaluation:** "We will implement regular monitoring and evaluation procedures to assess compliance with Title VI and make adjustments as necessary based on findings."
8. **Community Partnerships:** "We will collaborate with local community organizations to enhance outreach and ensure that diverse voices are included in our program planning and implementation."
9. **Resource Allocation:** "The Town of Kennard, Indiana commits to allocating adequate resources, including funding and personnel, to effectively implement and sustain our Title VI Plan."
10. **Annual Review Process:** "We will conduct an annual review of our Title VI Plan to evaluate its effectiveness, solicit community feedback, and make necessary revisions to improve our services."

Conclusion

These assurances demonstrate a proactive commitment by The Town of Kennard, Indiana to equity and inclusion in all aspects of your organization's operations. Make sure to adapt these to fit your specific context and needs.

B: COMPLAINT POLICY

TITLE VI COMPLAINT POLICY

Purpose The purpose of this policy is to provide a clear and accessible process for individuals to file complaints regarding discrimination in programs and activities receiving federal assistance. This policy ensures compliance with Title VI of the Civil Rights Act of 1964.

Scope This policy applies to all programs and activities conducted by the Town of Kennard that receive federal funding.

Policy Statement The Town of Kennard is committed to ensuring that no individual shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity on the basis of race, color, or national origin.

Complaint Procedure

1. Filing a Complaint

- Complaints may be filed verbally or in writing. Individuals can submit a complaint to:
 - **Title VI Coordinator:** Steve Worsham, Council President for Kennard, (765) 785-2331
 - **Address:** 100 Main Street, Kennard, IN 47351
- Written complaints should include:
 - Complainant's name and contact information
 - A detailed description of the incident
 - The date and location of the incident
 - Any witnesses or relevant evidence

2. Timeframe for Filing

- Complaints should be filed within 180 days of the alleged discrimination.

3. Acknowledgment of Complaint

- Upon receiving a complaint, the Title VI Coordinator will acknowledge receipt within five business days.

4. Investigation Process

- The Title VI Coordinator will initiate an investigation within 10 business days of acknowledgment.
- The investigation may include interviews with the complainant, witnesses, and staff involved.
- All relevant documentation will be reviewed.

5. Resolution

- The Title VI Coordinator will issue a written response to the complainant within 30 days of completing the investigation. This response will include:
 - Findings of the investigation
 - Any actions taken or proposed
 - Information on further appeal options if the complainant is dissatisfied with the resolution

6. Confidentiality

- All complaints and investigations will be handled confidentially to the extent possible. Information will only be disclosed on a need-to-know basis.

7. Retaliation Prohibition

- Retaliation against any individual for filing a complaint or participating in an investigation is strictly prohibited. Any acts of retaliation will be addressed promptly.

8. Appeals

- If the complainant is not satisfied with the resolution, they may appeal the decision within 15 days of receiving the written response. Appeals should be submitted to:
 - **Appeals Coordinator:** Steve Worsham, Council President for Kennard, (765) 785-2331
 - **Address:** 100 Main Street, Kennard, IN 47351
- The Appeals Coordinator will review the appeal and provide a final decision within 30 days.

Review and Updates

This policy will be reviewed annually and updated as necessary to ensure compliance with Title VI regulations and to improve the complaint process.

Conclusion

This Complaint Policy aims to promote an inclusive environment and ensure that all individuals feel safe and supported when reporting discrimination. For further information or assistance, please contact the Title VI Coordinator:

Steve Worsham
Council President
100 Main St
Kennard, IN 47351
(765) 785-2331
steve@kennardin.com

C: COMPLAINT LOG FORM

TITLE VI COMPLAINT LOG

Complaint ID	Date Received	Name of Complainant	Contact Information	Program/Service Involved	Nature of Complaint	Date of Follow- Up	Resolution/ Action Taken	Status

Key Components of the Complaint Log:

- **Complaint ID:** A unique identifier for each complaint.
- **Date Received:** The date the complaint was filed.
- **Name of Complainant:** The name of the individual making the complaint.
- **Contact Information:** Email or phone number for follow-up.
- **Program/Service Involved:** The specific program or service related to the complaint.
- **Nature of Complaint:** A brief description of the complaint.
- **Date of Follow-Up:** The date when the organization followed up with the complainant.
- **Resolution/Action Taken:** Summary of actions taken in response to the complaint.
- **Status:** Current status of the complaint (e.g., Resolved, Pending, Under Investigation).

Usage

This log should be maintained confidentially and reviewed regularly to identify trends or recurring issues. It's essential to ensure that all complaints are taken seriously and addressed promptly to uphold the principles of Title VI.

D: EXTERNAL COMPLAINT PROCEDURE

TITLE VI EXTERNAL COMPLAINT PROCEDURE

Purpose To ensure a transparent and accessible process for individuals to file complaints related to discrimination in programs and activities receiving federal assistance.

Who Can File a Complaint? Any individual who believes they have been subjected to discrimination based on race, color, or national origin in connection with any program or activity of the Town of Kennard, Indiana.

Complaint Procedure

1. Filing a Complaint

- Complaints can be submitted in writing or verbally. It is encouraged to use the provided complaint form for clarity.
- Submit the complaint to:
 - **Title VI Coordinator:** Steve Worsham, Council President for Kennard
 - **Address:** 100 Main Street, Kennard, IN 47351

2. Timeframe for Filing

- Complaints must be filed within 180 days of the alleged discriminatory action.

3. Acknowledgment

- The Title VI Coordinator will acknowledge receipt of the complaint within five business days.

4. Investigation

- An investigation will begin within 10 business days of acknowledgment. The Title VI Coordinator may interview the complainant, witnesses, and review relevant documentation.

5. Response

- A written response will be provided to the complainant within 30 days after the investigation concludes.

6. Appeal Process

- If the complainant is dissatisfied with the response, they may appeal within 15 days. Appeals should be sent to the Appeals Coordinator at the same address.

7. Confidentiality and Retaliation

- All complaints will be treated confidentially, and retaliation for filing a complaint is strictly prohibited.

E: COMPLAINT FORM

TITLE VI COMPLAINT FORM

Please complete the following form to file your complaint.

Title VI Complaint Form

Complainant Information

Name:
Address:
Town, State, Zip:
Phone Number:
Email Address:

Complaint Details

Date of Incident:
Program/Service Involved:
Location of Incident:

Description of the Complaint

Please provide a detailed description of the incident, including any relevant information (e.g., who was involved, what happened, etc.):

Witnesses (if any)

Name:	Contact Info:
Name:	Contact Info:

Preferred Resolution

What outcome are you seeking?

Signature: _____

Date: _____

Submission Instructions Please submit this form to the Title VI Coordinator at 100 Main Street, Kennard, IN 47351. You may also contact them at (765) 785-2331 for any questions or assistance.

F: PUBLIC INVOLVEMENT SURVEY

TITLE VI PUBLIC INVOLVEMENT SURVEY

Purpose

The purpose of this survey is to gather feedback from the community to ensure that all individuals have equitable access to programs and services provided by the Town of Kennard, Indiana. Your responses will help us identify areas for improvement and ensure compliance with Title VI of the Civil Rights Act of 1964.

Confidentiality

All responses will be kept confidential and used solely for the purpose of enhancing our services.

Demographic Information

- **Age:**
 - ☐ Under 18
 - ☐ 18-24
 - ☐ 25-34
 - ☐ 35-44
 - ☐ 45-54
 - ☐ 55-64
 - ☐ 65 or older
 - **Race/Ethnicity:** (Select all that apply)
 - ☐ White
 - ☐ Black or African American
 - ☐ Hispanic or Latino
 - ☐ Asian
 - ☐ Native American
 - ☐ Pacific Islander
 - ☐ Other: _____
 - **Language Spoken at Home:**
 - ☐ English
 - ☐ Spanish
 - ☐ Other: _____
-

Access to Services

4. **Have you ever experienced difficulty accessing services from the Town of Kennard?**
- ☐ Yes
- ☐ No
- ☐ If yes, please describe:
5. **Do you feel that you have been treated fairly in accessing services?**
- ☐ Yes
- ☐ No
- ☐ If no, please explain:
6. **Have you ever felt discriminated against based on race, color, or national origin while interacting with our programs?**
- ☐ Yes
- ☐ No
- ☐ If yes, please describe:

Community Engagement

7. **How do you typically learn about our programs and services?** (Select all that apply)
- ☐ Website
- ☐ Social Media
- ☐ Community Events
- ☐ Word of Mouth
- ☐ Flyers/Printed Materials
- ☐ Other: _____
8. **What methods of communication do you prefer?** (Select all that apply)
- ☐ Email
- ☐ Phone Calls
- ☐ Text Messages
- ☐ In-Person Meetings
- ☐ Social Media
- ☐ Other: _____

Feedback and Suggestions

9. What improvements would you suggest for our programs to better serve the community?

10. Is there anything else you would like us to know about your experiences with our programs?

Thank you for your participation!

Your feedback is valuable in helping us ensure equitable access to our services. Please return this survey to:

Steve Worsham
Council President
100 Main St
Kennard, IN 47351
(765) 785-2331
steve@kennardin.com

G: I-SPEAK CARDS

I-SPEAK CARD FOR KENNARD, INDIANA

I-Speak Card

I need help in the following language:

- ☐ **Spanish** (Español)
- ☐ **Chinese** (中文)
- ☐ **Hindi** (हिंदी)
- ☐ **Arabic** (العربية)
- ☐ **French** (Français)
- ☐ **Russian** (Русский)
- ☐ **Vietnamese** (Tiếng Việt)
- ☐ **Other:** _____

Please give this card to staff so they can assist me.