

Notifying the Public of Rights Under Title VI Humboldt Senior Resource Center

- The Humboldt Senior Resource Center operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Humboldt Senior Resource Center.
- For more information on the Humboldt Senior Resource Center civil rights program, and the procedures to file a complaint, contact 707-443-9747; email HR@humsenior.org; or visit our administrative office at 1910 California Street, Eureka, California 95501. For more information, visit www.humsenior.org.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.
- If information is needed in another language, contact 707-443-9747.

TITLE VI COMPLAINT PROCEDURES

Humboldt Senior Resource Center

Adult Day Health & Alzheimer's Services and Redwood Coast PACE

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring that "No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance." Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

Any person who feels that he or she, individually or as member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by the Humboldt Senior Resource Center may file a written complaint with the Humboldt Senior Resource Center, Title VI Administrator or the Federal Transit Administration (FTA).

Filing a Complaint with the Humboldt Senior Resource Center

The preferred method of filing a complaint is to file your complaint in writing using the Title VI complaint form, and sending it to:

Title VI Administrator
Humboldt Senior Resource Center
1910 California Street
Eureka, California 95501

A complaint form is available in hard copy at the Humboldt Senior Resource Center or may be downloaded from www.humsenior.org. Such complaints must be filed within 180 calendar days after the date the discrimination occurred.

The Complaint Process

Upon receipt of the complaint, the Title VI Administrator will record the complaint in the Title VI Complaints, Investigations and Lawsuit Log. This Log includes the date of investigation, lawsuit, or complaint; summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken by recipient or sub-recipient in response to complaint.

TITLE VI COMPLAINT PROCEDURES

Should a complaint be filed with the Humboldt Senior Resource Center and an external agency simultaneously, the external complaint shall supersede the Humboldt Senior Resource Center complaint and Humboldt Senior Resource Center's complaint procedures will be suspended pending the external agency's findings.

If filed with the Humboldt Senior Resource Center, the Title VI Administrator will begin assessment or investigation of the complaint within fifteen (15) working days of receiving the complaint. Based upon all of the information received, the Title VI Administrator will prepare a draft written response, subject to review by the Humboldt Senior Resource Center. If more time is required, the Administrator shall notify the complainant of the estimated time frame for completing the review, not to exceed (60) calendar days of the receipt of the formal complaint. If appropriate, Humboldt Senior Resource Center may administratively close the complaint.

If final written response is determined to be needed, the complainant will receive a letter stating the final decision of the Administrator, and the complainant will be advised of his/her right to file a complaint with the Federal Transit Administration (FTA), Office of Civil Rights should the complainant feel dissatisfied with the decision.

How to File a Complaint with the Federal Transit Administration

To file a complaint with the Federal Transit Administration, fill out a Title VI complaint form and mail it to:

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

The complaint form may be downloaded from FTA's website.

Go to <http://www.fta.dot.gov/civilrights/title6/civilrights5104.html> for more information.

Upon request, assistance in the preparation of any necessary written material will be provided to a person or persons who are unable to read or write.

TITLE VI COMPLAINT FORM

Before filling out this form, please read the Humboldt Senior Resource Center's Title VI Complaint Procedures located on the previous page, posted online at www.humsenior.org, or available our office at 1910 California Street, Eureka.

The following information is necessary to assist us in processing your complaint. If you require assistance in completing this form, please call us at the phone number listed above. Complaints must be filed within 180 calendar days after the date the alleged discrimination occurred.

Complainant's Name:		
Street Address:		
City:	State:	Zip Code:
Telephone Number Home:	Other:	

Were you discriminated against because of:

_____ Race

_____ National Origin

_____ Color

Date of Alleged Incident _____

Time of Incident _____

Person discriminated against (if someone other than complainant):

Name:		
Address:		
City:	State:	Zip Code:

Have you filed this complaint with any other federal, state, or local agency or with any federal or state court? ____Yes ____No

If yes, check all that apply and provide name of agency and contact information:

	Federal Agency:	Contact:
Telephone # For Contact:		Email:
	Federal Court:	Contact:
Telephone # For Contact:		Email:
	State Agency:	Contact:
Telephone # For Contact:		Email:
	State Court:	Contact:
Telephone # For Contact:		Email:
	Local Agency:	Contact:
Telephone # For Contact:		Email:
	Other:	Contact:
Telephone # For Contact:		Email:

Have you filed a lawsuit regarding this complaint: Yes____ No____

Note: If litigation is pending regarding the same issues, we defer to the decision of the court.

In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of the allegations. Please provide any other documentation that is relevant to this complaint.



California Relay Service (CRS) for the deaf and disabled.

For help communicating with people who have limitations in hearing or speaking, a specially-trained Communications Assistant (CA) can relay telephone conversations for all of your calls. This is a free service to aid Californians who are deaf or disabled and available during HSRC business hours.

Dial 711 to reach the California Relay Service (CRS). Dialing 711 is for everyone, not just those who have difficulty hearing on a standard telephone. Friends, family, and business contacts can dial 711 for relay calls, too.

If the person prefers having the calls immediately answered in their mode of communication, they should dial one of the toll-free modality- and language-specific numbers below. The call will be routed to the CRS provider.

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

Federal regulations specify very strict confidentiality requirements for CAs of all relay services. No part of the conversation that takes place between callers is revealed or recorded in written, verbal, or any other form. CRS CAs do not participate in the conversation and acquire no benefit from information relayed.

For more information on how to place a call, visit the California Relay Website: