

CITY OF HIALEAH GARDENS

TITLE VI PROGRAM PLAN



"No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U. S.C. Section 2000d)
(Updated April 2024)

City of Hialeah Gardens
10001 NW 87 Avenue
Hialeah Gardens, Florida
33016
Tel: 305-558-4114
Fax: 305-819-5315
Website: www.cityofhialeahgardens.com

City of Hialeah Gardens
Title VI Program Plan
Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "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 subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d) r

The City of Hialeah Gardens is committed to ensuring that no person is excluded from participation in or denied the benefits of any municipal or county services on the basis of race, color, or national origin, as protected by Title VI.

Information Notices

Title VI information notices are prominently and publicly displayed at these locations: City Hall lobby, Police Department, Public Works Department, and Parks and Recreation.

The name and contact information of the Title VI coordinator is available on the City's website, at www.cityofhialeahgardens.com. Additional information relating to the City's nondiscrimination obligation is provided in this document.

Further information can be obtained directly from the City's Title VI Coordinator:

City of Hialeah Gardens
Aida Martinez-Ruiz, Title VI Coordinator
10001 NW 87th Avenue
Hialeah Gardens, Florida 33016
Tel: 305-558-4114

Record Keeping

The Title VI Coordinator will maintain permanent records, which include, but are not limited to copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

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Complaints

The complainant may file a signed, written complaint no later than 180 days after the date of the alleged discrimination. The complaint procedures are described in detail herein (see Appendix A).

Each complaint should include the following information:

Full name, mailing address, contact information (i.e., telephone number, email address, etc.), how, when, where and why you believe you were discriminated against, including location, names and contact information of any witnesses, other information that you consider significant.

The Title VI Complaint Form, (see Appendix B), may be used to submit the complaint information. The complaint may be filed in writing to the City at the following address:

City of Hialeah Gardens
Attention: Aida Martinez-Ruiz, Title VI Coordinator
10001 NW 87th Avenue
Hialeah Gardens, Florida 33016

The City encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. Complaints must be mailed to the Title VI Coordinator no later than 180 days after the date of the alleged discrimination.

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by the City will be directly addressed by the Title VI Coordinator who shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English.

Additionally, the City shall make every effort to address all complaints in an expeditious and thorough manner. A letter acknowledging receipt of complaint will be mailed within seven days (see Appendix C). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

The City of Hialeah Gardens will send a final written response letter (see Appendix D) to the complainant. If the complaint is found to be not substantiated (see Appendix E), the complainant is also advised of his or her right to:

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- 1) Appeal within seven calendar days of receipt of the final written decision from the City, and/or
- 2) File a complaint externally with the U.S. Department of Civil Rights.

Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner. Once sufficient information for investigating the complaint is received by the City, a written response will be drafted subject to review by the City Attorney. If appropriate, the City Attorney may administratively close the complaint. In this case, the City will notify the complainant of the action as soon as possible. In addition to the complaint process described above, a complainant may file a Title VI complaint with the following office:

Federal Coordination and Compliance Section- NWB
Civil Rights Division
950 Pennsylvania Avenue, N.W.
Washington D.C. 20530

Limited English Proficiency (LEP)

The City of Hialeah Gardens has a land area of 4.14 square Miles. According to the 2016 Census Bureau estimates, the City has an approximate total population of 23,837 residents which is composed of 96.8% Hispanic/Latino, 91.3% White, 2.4% African American and 0.4% other races. Of the City's population over the age of 5, 5.2% of residents speak English at home, 94.8% speak Spanish at home. The City provides information in English and in Spanish when it is requested. Residents can request translations of documents that are in English. Most City departments have at least one or more employees that are bilingual and Spanish speakers are accommodated with a translator when requested. The City regularly disseminates information via its website and through the City Clerk's office. The City Title VI Policy and Complaint Procedures is located in the City Clerk's office and on the City's web page in English and made available in other languages as requested. The City educates our staff and contractors on the following procedure (see Appendix F): **a.** Understanding the Title VI Policy and LEP responsibilities **b.** How to access Title VI Policy and Procedures via the City's website. **c.** Document and resolve any language assistance deficiencies **d.** The procedure if a Title VI and/or LEP complaint is filed.

The City will review LEP procedures annually to determine if modifications are needed to meet language assistance deficiencies.

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Public Participation Plan

The City of Hialeah Gardens seeks to engage the public in its planning and decision-making processes. Members of the public may make statements at City Council meetings, which occur the first and third Tuesday of every month. City Council agendas are available for review by the public no less than two (2) days before Council meetings, Notices of ordinances under Council consideration are announced in print in local newspapers.

The City continuously seeks innovative methods to engage the public in its planning and decision-making processes, as well as its outreach activities. Recent outreach initiatives include:

- Public notices in local and county wide newspapers
- City events
- On site posting

Ordinances and resolutions adopted by the City to apply for and utilize Federal and State grant funding are placed on the public hearing/meeting agenda and are subject to public notice and comment procedures.

The City and its records are available to the public and the City welcomes their input. The City's Title VI Complaint Procedure is available to the public via the City's website www.cityofhialeahgardens.com.

Decision Making Bodies

The City of Hialeah Gardens does not have transportation related non-elected boards, councils or committees or similar committees. Therefore, a membership breakdown is not needed.

Appendixes

Appendix A: Complaint Procedures

Appendix B: Complaint Form

Appendix C: Letter Acknowledge Receipt of Complaint

Appendix D: Letter Notifying Complainant That the Complaint is
Substantiated

Appendix E: Letter Notifying Complainant That the Complaint is not
Substantiated

Appendix F: Employee Annual Education Form

Appendix G: Record of Investigations, Complaints and/or Lawsuits

Appendix A Complaint Procedures

Title VI of the 1964 Civil Rights Act requires that "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 subjected to discrimination under any program or activity receiving federal financial assistance."

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the City of Hialeah Gardens may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. A complaint may be filed no later than 180 days after the date of the alleged discrimination. The City of Hialeah Gardens or its designated Title VI Coordinator will process complaints that are complete.

Once the complaint is received, the Title VI Coordinator will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgment letter informing him/her whether the complaint will be investigated by our office.

The City has 60 days to investigate the complaint. If more information is needed to resolve the case, the City's Title VI Coordinator may contact the complainant. The complainant will have 10 business days from the date of the letter to send the requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the Title VI Coordinator can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the case is investigated he/she will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.

If the complainant wishes to appeal the decision, he/she has 10 business days after the date of the LOF to do so.

A person may also file a complaint directly with:

Federal Coordination and Compliance Section- NWB
Civil Rights Division
950 Pennsylvania Avenue, N.W.
Washington D.C. 20530

APPENDIX B
Title VI Complaint Form

The **City of Hialeah Gardens** Title VI Complaint Procedure is made available in the following locations:

- On the City of Hialeah Gardens website, either as a reference in the Notice to Public or in its entirety
- Hard copy at the City of Hialeah Gardens City Hall, 10001 NW 87 Avenue, Hialeah Gardens, FL 33016

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form. _____ _____				
Section IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No
Section V				

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, check all that apply:	
<input type="checkbox"/> Federal Agency: _____	
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> State Agency _____
<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name:	
Title:	
Agency:	
Address:	
Telephone:	
Section VI	
Name of agency complaint is against:	
Contact person:	
Title:	
Telephone number:	

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below.

Signature Date

Please submit this form in person at the address below, or mail this form to:

City of Hialeah Gardens
Aida Martinez-Ruiz
Title VI Coordinator
10001 NW 87 Avenue
Hialeah Gardens, Florida 33016

APPENDIX C

Letter Acknowledging Receipt of Complaint

City Letterhead

Date

Complainant's Name

Complainant's Address

Dear (Mr/ Mrs):

This letter is to acknowledge receipt of your complaint against the City of Hialeah Gardens alleging:

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning 305-558-4114 or write to me at this address.

Sincerely,

City of Hialeah Gardens
Attention: Aida Martinez-Ruiz, Title VI Coordinator
10001 NW 87 Avenue
Hialeah Gardens, Florida 33016

APPENDIX D

Letter Notifying Complainant that the Complaint is Substantiated

City Letterhead

Date

Complainant's Name

Complainant's Address

Dear (Mr/Ms):

The matter referenced in your _____ letter of (date) against the City of Hialeah of Virginia Gardens alleging Title VI violation has been investigated.

The violation of the Title VI of the Civil Rights Act of 1964 mentioned in your letter was identified. Corrective action of this deficiency(s) is being implemented to ensure that this issue does not arise again

Thank you for bringing this important matter to our attention.

Sincerely,

City of Hialeah Gardens
Attention: Aida Martinez-Ruiz, Title VI Coordinator
10001 NW 87th Avenue
Hialeah Gardens, Florida 33016

APPENDIX E

Letter Notifying Complainant that the Complaint is not Substantiated

City Letterhead Date

Complainant's Name

Complainant's Address

Dear (Mr/Ms)

The matter referenced in your complaint _____ of the City of Hialeah Gardens alleging _____ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964 had in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

The City Attorney has analyzed the materials and facts pertaining to your case for evidence of the City's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated,

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to:

- 1) Appeal within seven calendar days of receipt of this final written decision from the City, and/or
- 2) File a complaint externally with the Federal Coordination and Compliance Section- NWB

Federal Coordination and Compliance Section-NWB

Civil Rights Division

950 Pennsylvania Avenue, N.W.

Washington D.C. 20530

Thank you for taking the time to contact us, If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

Village of Virginia Gardens

Attention: Aida Martinez-Ruiz, Title VI Coordinator

10001 NW 87 Avenue

Hialeah Gardens, Florida 33016

APPENDIX F

To all employees of the City of Hialeah Gardens:

No person 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 financial assistance.

All employees of the City of Hialeah Gardens and its contractors are expected to consider, respect, and observe this policy in their daily work and duties.

If a citizen approaches you with a question or complaint, direct him or her to contact:

City of Hialeah Gardens
Attention: Aida Martinez-Ruiz, Title VI Coordinator
10001 NW 87th Avenue
Hialeah Gardens, Florida 33016

In all dealings with citizens, use courtesy titles (i.e. Mr., Ms., etc.) to respectfully address the citizens without regard to race, color or national origin.

APPENDIX G

Appendix G
Record of Investigations, Complaints and/or Lawsuits

<u>TYPE of COMPLAINT</u>	<u>DATE of COMPLAINT</u>	<u>BASIS of COMPLAINT</u>	<u>STATUS of COMPLAINT</u>	<u>ACTION(S) TAKEN</u>

Note: The City of Hialeah Gardens does not have any investigations, complaints, or lawsuits to disclose at this time. Any future disclosures will be listed under the Title VI Program Plan.

Apéndice A
Procedimientos de quejas

El Título VI de la Ley de Derechos Civiles de 1964 requiere que "Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, sea excluida de la participación en, se le nieguen los beneficios de, o sea sometida a discriminación bajo cualquier programa o actividad que recibe asistencia financiera federal".

Cualquier persona que crea que ha sido discriminada por motivos de raza, color u origen nacional por la Ciudad de Hialeah Gardens puede presentar una queja de Título VI completando y enviando el Formulario de Quejas del Título VI de la agencia. Una queja se puede presentar a más tardar 180 días después de la fecha de la supuesta discriminación. La Ciudad de Hialeah Gardens o su Coordinador designado del Título VI procesarán las quejas que estén completas.

Una vez que se recibe la queja, el Coordinador del Título VI la revisará para determinar si nuestra oficina tiene jurisdicción. El demandante recibirá una carta de acuse de recibo en la que se le informará si la oficina investigará la queja.

La ciudad tiene 60 días para investigar la queja. Si se necesita más información para resolver el caso, el Coordinador del Título VI de la Ciudad puede comunicarse con el demandante. El demandante tendrá 10 días hábiles desde la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si el demandante no se pone en contacto con el investigador o no recibe la información adicional dentro de los 10 días hábiles, el Coordinador del Título VI puede cerrar administrativamente el caso. Un caso también puede ser cerrado administrativamente si el demandante ya no desea continuar con su caso.

Después de que se investiga el caso, él / ella emitirá una de las siguientes dos cartas al demandante: una carta de cierre o una carta de hallazgo (LOF). Una carta de cierre resume las alegaciones y establece que no hubo una violación del Título VI y que el caso se cerrará. Un LOF resume las acusaciones y las entrevistas sobre el presunto incidente y explica si se producirá alguna acción disciplinaria, capacitación adicional del miembro del personal u otra acción.

Si el demandante desea apelar la decisión, tiene 10 días hábiles después de la fecha del LOF para hacerlo.

Una persona también puede presentar una queja directamente con:

Sección de Coordinación y Cumplimiento Federal - NWB
División de Derechos Civiles
950 Pennsylvania Avenue, N.W.
Washington D.C. 20530

APENDICE B
Formulario de Quejas para el Plan de Título VI

El Procedimiento de quejas del Título VI de la Ciudad de Hialeah Gardens está disponible en las siguientes ubicaciones:

- En el sitio web de la Ciudad de Hialeah Gardens, ya sea como referencia en el Aviso al público o en su totalidad
- Copia impresa en el Ayuntamiento de la Ciudad de Hialeah Gardens, 10001 NW 87 Avenue, Hialeah Gardens, FL 33016

Seccion I:				
Nombre:				
Dirección:				
Teléfono (Hogar):			Teléfono (Trabajo):	
Correo Electronico:				
Requisito de Formato Accesible?	Letra Grande		Cinta de Audio	
	TDD		Other	
Section II:				
¿Está presentando esta queja en su propio nombre?			Si*	No
*Si la respuesta es "si" siga a la Sección III.				
Si no es así, proporcione el nombre y la relación de la persona por la que se queja.:				
Explique por qué ha solicitado un tercero				
Confirme que ha obtenido el permiso de la parte perjudicada si está presentando una demanda en nombre de un tercero.			Si	No
Seccion III:				
Creo que la discriminación que experimenté se basó en (marque todo lo que corresponda) :				
<input type="checkbox"/> Rasa <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional				
Fecha de presunta discriminación (mes, día, año): _____				
Explique con la mayor claridad posible qué sucedió y por qué cree que fue discriminado. Describe a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona (s) que lo discriminó (si lo conoce), así como los nombres y la información de contacto de los testigos. Si necesita más espacio, utilice la parte de atrás de este formulario.				

Seccion IV				
¿Ha presentado anteriormente una queja del Título VI con esta agencia?			Si	No
Seccion V				
¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local, o ante cualquier tribunal federal o estatal?				
<input type="checkbox"/> Si <input type="checkbox"/> No				

En caso afirmativo, marque todo lo que corresponda	
<input type="checkbox"/> Agencia Federal: _____	
<input type="checkbox"/> Corte Federal _____	<input type="checkbox"/> Agencia Estatal _____
<input type="checkbox"/> Corte Estatal _____	<input type="checkbox"/> Agencia Local _____
Proporcione información sobre una persona de contacto en la agencia / tribunal donde se presentó la queja.	
Nombre:	
Título:	
Agencia:	
Dirección:	
Teléfono:	
Seccion VI	
El nombre de la queja de la agencia es contra	
Persona de contacto:	
Título:	
Número de Teléfono:	

Puede adjuntar cualquier material escrito u otra información que considere relevante para su reclamo.

Firma y fecha requeridas a continuación

_____ Firma _____ Fecha

Envíe este formulario en persona a la dirección que se encuentra debajo, o envíe este formulario por correo a:

City of Hialeah Gardens
 Aida Martinez-Ruiz
 Title VI Coordinator
 10001 NW 87 Avenue
 Hialeah Gardens, Florida 33016



Notifying the Public of Rights Under Title VI The City of Hialeah Gardens

The City of Hialeah Gardens 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 City of Hialeah Gardens.

For more information on the City of Hialeah Gardens civil rights program, and the procedures to file a complaint, contact 305-558-4114; email amartinez@cityofhialeahgardens.com; or visit our office at 10001 NW 87 Avenue, Hialeah Gardens, Florida 33016. For more information, visit www.cityofhialeahgardens.com.



Notificación al público de los derechos bajo el Título VI Ciudad de Hialeah Gardens

La Ciudad de Hialeah Gardens opera sus programas y servicios sin distinción de raza, color y origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquiera persona que crea que ha sido perjudicada por alguna práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante la Ciudad de Hialeah Gardens.

Para obtener más información sobre el programa de derechos civiles de la Ciudad de Hialeah Gardens y los procedimientos para presentar una queja, comuníquese al 305-558-4114; envíe un correo electrónico a amartinez@cityofhialeahgardens.com o visite nuestra oficina en 10001 NW 87 Avenue, Hialeah Gardens, Florida 33016. Para obtener más información, visite www.cityofhialeahgardens.com.