

County of Monroe  
The Florida Keys



**BOARD OF COUNTY COMMISSIONERS**

Mayor Michelle Coldiron, District 2  
Mayor Pro Tem, David Rice, District 4  
Craig Cates, District 1  
Eddie Martinez, District 3  
Holly Merrill Raschein, District 5

Office of the County Administrator  
Key West, Florida

**MONROE COUNTY ADMINISTRATIVE INSTRUCTION 6004.1**

Date: October 14, 2021

Subject: Title VI and Nondiscrimination Policy and Plan

Reference: Title VI of the Civil Rights Act of 1964  
Section 504 of the Rehabilitation Act of 1973 (Section 504)  
Americans with Disabilities Act of 1990, as amended  
Resolution No. 086-2016  
Administrative Instruction 4718.1, Americans with Disabilities Act Grievance Procedure  
Administrative Instruction 4719.4, Americans with Disabilities Act Request for Accommodation

Enclosure: (1) Title VI Grievance Form

Effective Date: Immediately

(1) **Background:** Various departments and programs within Monroe County receive federal financial assistance in the form of contracts, grants and loans. As a condition of receipt of federal funds, Monroe County is required to have in place a formal policy of nondiscrimination in the delivery of all programs and activities receiving federal financial assistance, to assure compliance with Title VI of the Civil Rights Act of 1964.

(2) **Purpose:** To comply and carry out responsibilities under Title VI of the Civil Rights Act of 1964; Section 504 of the Rehabilitation Act of 1973 (Section 504); the Americans with Disabilities Act of 1990; and related federal and state laws and regulations which forbid discrimination.

(3) **Cancellation:** This instruction is to remain continuously in effect unless specifically revised or canceled.

(4) **Instructions:**

Enclosure (1) is to be utilized for those alleging discrimination, which includes exclusion of participation or denial of benefits on the basis of race, color, national origin, sex, age, disability, religion, income, sexual orientation, or family status.

(5) **Action:** This Grievance Procedure is established to meet one of the requirements of Title VI of the Civil Rights Act of 1964. It may be used by anyone who wishes to file a complaint alleging exclusion of participation or denial of benefits on the basis of race, color, national origin, sex, age, disability, religion, income, sexual orientation, or family status, regarding a program run by Monroe County that has received federal financial assistance, in the form of a contract, grant or loan.

If possible, the complaint should be submitted in writing and contain the identity of the complainant; the County program receiving federal financial assistance; the basis for the allegations (i.e., race, color, national origin, sex, religion, age, disability, sexual orientation, or family status); and a description of the alleged discrimination with the date of occurrence. If the complaint cannot be submitted in writing, the complainant should contact the Title VI/Nondiscrimination Coordinator for assistance.

Alana Thurston  
Human Resources Coordinator/EEO Officer  
1100 Simonton Street, Suite 2-268, Key West, FL 33040  
Telephone: 305-292-4461  
Fax: 305-292-4454  
Email: [Thurston-Alana@monroecounty-fl.gov](mailto:Thurston-Alana@monroecounty-fl.gov)  
Hearing impaired: Florida Relay 7-1-1

The Title VI/Nondiscrimination Coordinator will respond to the complaint within thirty (30) calendar days from receipt of the complaint and will take reasonable steps to resolve the matter. Should the county be unable to satisfactorily resolve a complaint, the title VI/Nondiscrimination Coordinator will forward the complaint, along with a record of its disposition, to the appropriate Federal and/or State agency for further processing.

The County's Title VI Coordinator has 'easy access' to the County Administrator and is not required to obtain management or other approval to discuss discrimination issues with the County Administrator. However, should the complainant be unable or unwilling to complain to the County, or if the complainant is dissatisfied with the County's handling of the complaint, the written complaint may be submitted directly to the United States Department of Justice at the address written below. DOJ will ensure that the matter is assigned to the correct federal or state authority for processing.

U.S. Department of Justice  
Civil Rights Division  
Federal Coordination and Compliance Section, NWB  
950 Pennsylvania Avenue, N.W.  
Washington, DC 20530  
Title VI Hotline: 1-888-TITLE-06 (1-888-848-5306)  
(Voice/TTY)  
[Http://www.justice.gov/crt/about/cor/coord/titlevi.php](http://www.justice.gov/crt/about/cor/coord/titlevi.php)

If the program involved has received federal funding through the Florida Department of Transportation, then the complaint may be lodged with the following agency:

Florida Department of Transportation Equal Opportunity Office  
ATTN: Title VI Complaint Processing 605 Suwannee Street MS 65  
Tallahassee, FL 32399

**ADA/504 Statement:**

The County encourages the public to report any facility, program, service or activity that appears inaccessible to those who are disabled. Furthermore, the County will provide reasonable accommodation to disabled individuals who wish to participate in public involvement events or who require special assistance to access facilities, programs, services or activities. Because providing reasonable accommodation may require outside assistance, organization or resources, the County asks that requests be made at least five (5) calendar days prior to the need for accommodation.

Requests for accommodation should be directed to the Office of the County Administrator:

Ms. Lindsey Ballard  
Office of Monroe County Administrator  
1100 Simonton St., Key West, FL 33040  
Tel: (305) 292-4443  
Fax: (305) 292-4544  
e-mail: [ballard-lindsey@monroecounty-fl.gov](mailto:ballard-lindsey@monroecounty-fl.gov)  
Hearing impaired: Florida Relay 7-1-1

Questions, concerns, or comments should be made to the County's Title VI/Nondiscrimination Coordinator:

Alana Thurston  
Human Resources Coordinator/EEO Officer  
1100 Simonton St., Suite 2-268, Key West, FL 33040  
Tel: (305) 292-4461  
Fax: (305) 292-4454  
Email: [Thurston-Alana@monroecounty-fl.gov](mailto:Thurston-Alana@monroecounty-fl.gov)  
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*See also* Administrative Instruction 4718.1, Americans with Disabilities Act Grievance Procedure, and Administrative Instruction 4719.3, Americans with Disabilities Act Request for Accommodation.

**Limited English Proficiency (LEP) Guidance:**

Title VI of the Civil Rights Act of 1964, Executive Order 13166, and various directives from the US Department of Justice (DOJ) and US Department of Transportation (DOT) require federal aid recipients to take reasonable steps to ensure meaningful access to programs, services and activities by those who do not speak English proficiently.

The County has determined that contact with members of the community who are LEP and therefore the level of LEP services required varies greatly by department. Currently, the County offers the following services. If a member of the public who is LEP approaches you and asks for language assistance, the following options are available at no charge:

- Most departments have at least one person who is bilingual Spanish-English speaking, who is available to translate if necessary.
- The County is in the process of distributing "I Speak" cards to employees. If a member of the public approaches who needs language assistance, and the employee does not speak that language, the card should be shown to the member of the public. Once the person identifies what language they speak, the employee can then place a call to a company providing real-time translation.
- Mr. Alex Diaz is available as a Spanish-English translator, for in person or over the telephone translations. Contact Alana Thurston, (305) 292-4461 for Mr. Diaz's contact information.
- The County is in the process of compiling a list of companies that provide real-time translation in Spanish and other languages. For more information or to obtain a copy of the list, contact Alana Thurston, (305) 292-4461.
- When a department's statistics indicate that it regularly interfaces with a population in which more than 5% of the population primarily speaks a language other than English, the department will take the responsibility for ensuring that key documents will be posted on the department's webpage in other languages.

The County's Title VI/Nondiscrimination Coordinator will examine its LEP plan at least annually to ensure that it remains reflective of the community's needs.

Persons requiring other special language services should contact the County's Title VI/Nondiscrimination Officer:

Alana Thurston  
Human Resources Coordinator/EEO Officer  
1100 Simonton St., Suite 2-268, Key West, FL 33040  
Tel: (305) 292-4461  
Fax: (305) 292-4454  
Email: [Thurston-Alana@monroecounty-fl.gov](mailto:Thurston-Alana@monroecounty-fl.gov)  
Hearing impaired: Florida Relay 7-1-1

**Public Involvement:**

Persons wishing to request special presentations by the County, volunteer in any of its activities, or submit suggestions for improvement for public involvement in County activities may also contact the Title VI/Nondiscrimination Coordinator:

Alana Thurston  
Human Resources Coordinator/EEO Officer  
1100 Simonton St., Suite 2-268, Key West, FL 33040  
Tel: (305) 292-4461  
Fax: (305) 292-4461  
Email: [Thurston-Alana@monroecounty-fl.gov](mailto:Thurston-Alana@monroecounty-fl.gov)  
Hearing impaired: Florida Relay 7-1-1

**Assurances:**

Every three years, the County's Roads and Bridges department will certify to the Federal Highway Administration (FHWA) and the Florida Department of Transportation (FDOT) that its programs, services and activities are being conducted in a nondiscriminatory manner. These certifications termed 'assurance's'. The public may view the current Title VI/Nondiscrimination Assurance document on the County's website in English and Spanish, or by visiting the County's offices, or by contacting the Title VI/Nondiscrimination Coordinator and requesting a copy.

 Kevin G. Wilson, P.E.  
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Kevin G. Wilson, P.E.  
Assistant County Administrator

Distribution: List VI  
Originator: MPW  
Review: October 14, 2024

**County of Monroe**  
**The Florida Keys**



**BOARD OF COUNTY COMMISSIONERS**

Mayor David Rice, District 4  
 Mayor Pro Tem Craig Cates, District 1  
 Michelle Coldiron, District 2  
 Vacant, District 3  
 Holly Merrill Raschein, District 5

**Monroe County Board of County Commissioners**

Title VI Complaint Form

<b>Section I:</b>			
<b>Name:</b>			
<b>Address:</b>			
<b>Telephone (Home):</b>		<b>Telephone (Work):</b>	
Electronic Mail Address:			
Accessible Requirements?	Format	Large Print	Audio Tape
		TDD	Other
<b>Section II:</b>			
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
<b>Section III:</b>			
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	<input type="checkbox"/> Age
<input type="checkbox"/> Disability	<input type="checkbox"/> Family or Religious Status	[       ]	Other (explain)
_____			
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.			
_____			
_____			

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.	
<b>Name:</b>	
<b>Title:</b>	
<b>Agency:</b>	
<b>Address:</b>	
<b>Telephone:</b>	
<b>Section VI</b>	
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:  
 Alana Thurston  
 1100 Simonton Street Room 2-268  
 Key West, Florida 33040

