

CHARITON VALLEY ASSOCIATION

Title VI Program

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DATE

This TEMPLATE is provided by the Missouri Department of Transportation (MoDOT) Transit Section, as a resource for producing the triennial Title VI Program document for Federal Transit Administration recipients and sub recipients. FTA Circular 4702.1B, dated October 1, 2012, *“Title VI Requirement and Guidelines for Federal Transit Administration Recipients”* was the primary source of material for this template. Use of this template does not override each agency’s responsibility to interpret the requirements as expressed in FTA Circular 4702.1B, or as amended in the future.

**Title VI Plan
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Attachment 1 – Agency Information (Sample)

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A. Title VI Assurances

CHARITON VALLEY ASSOCIATION agrees to comply with all provisions prohibiting discrimination on the basis of race, color, or national origin of Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 200d *et seq.*, and with U.S. DOT regulations, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act,” 49 CFR part 21.

CHARITON VALLEY ASSOCIATION assures that no person shall, as provided by Federal and State civil rights laws, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity. CHARITON VALLEY ASSOCIATION further ensures every effort will be made to ensure non-discrimination in all programs and activities, whether those programs and activities are federally funded or not.

CHARITON VALLEY ASSOCIATION meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including CHARITON VALLEY ASSOCIATION and its third-party contractors by promoting actions that:

- A. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- B. Identify and address, as appropriate, disproportionately high and adverse effects of programs and activities on minority populations and low-income populations.
- C. Promote the full and fair participation of all affected Title VI populations in transportation decision making.
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- E. Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

B. Agency Information

- 1. Mission of CHARITON VALLEY ASSOCIATION IS TO PROVIDE A VARIETY OF SUPPORT SERVICES, NOTICEABLY HIGH IN QUALITY, TO CITIZENS OF NORTHEAST MISSOURI WITH DIABILITIES AND ENCOURAGE SUCH PERSONS TO LIVE THEIR LIVES BEYOND LIMITATIONS.**

- 2. History: CHARITON VALLEY ASSOCIATION WAS FOUNDED IN 1982 BY THE PARENTS OF CHILDREN WITH DISABILITIES LIVING IN KIRKSVILLE, MO AND WAS FUNDED BY A GRANT FROM THE MISSOURI PLANNING COUNCIL FOR DEVELOPMENTAL DISABILITIES AND BEGAN AS AN INFANT STIMULATION SERVICE. IN 1985 A RESIDENTIAL FACILITY WAS BUILT WHICH HOUSES UP TO 17 INDIVIDUALS. CHARITON VALLEY ALSO OPERATES MULTIPLE ISL PROGRAMS, HOST HOMES, AND HOME MANAGEMENT PROGRAMS.**

- 3. Profile (geographic, population) CVA primarily serves Adair county located in North East Missouri.**

- 4. Population served: The total population of Adair County is 25602.**

- 5. Chariton Valley annually supports approximately 92 individuals with developmental disabilities in Adair County.**

- 6. Service area: CVA provides services in Adair County. Transportation is not a stand-alone service of CVA but is connected to other services as a necessary component. Services are directed by a person centered plan. Communication needs are addressed in the plan.**

- 7. Governing body:
CVA has 12 members on their board of directors. Of those 12, six are men and six are women.**

**Chariton Valley Association, INC
1905 S High Street
Kirksville, MO 63501**

Notifying the Public of Rights under Title VI

Chariton Valley Association, INC operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964.

To obtain additional information about your rights under Title VI, contact Chariton Valley Association, INC.

Chariton Valley Association, INC posts Title VI notices in public areas of our agency, in our board room, and in our mini-vans.

If you believe you have been discriminated against on the basis of race, color, or national origin by Chariton Valley Association, INC, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

How to file a Title VI complaint with Chariton Valley Association, INC:

1. To obtain a Complaint Form from Chariton Valley Association, INC, contact the administrative office located at 1905 South High Street Kirksville, MO 63501, or by calling 660-665-1111. You can also obtain a complaint form online at <https://www.charitonvalley.org/title-vi-discrimination/>.
2. In addition to the complaint process at Chariton Valley Association, INC, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region VII, 901 Locust Street, Suite 404, Kansas City, MO 64106
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated, and include your contact information.

If information is needed in another language, contact 660-665-1111.

D. Procedure for Filing a Title VI Complaint

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of CVA's programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, or national origin by Chariton Valley Association may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI complaint is posted in public areas of our agency.

You may request a copy by writing or coming in person to 1905 South High St Kirksville, MO 63501. A copy of the complaint form and procedure is located on our website at www.charitonvalley.org. Information on how to file a Title VI complaint may also be obtained by calling Marcy Palermo at 660-665-1111.

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to Marcy Palermo, Human Resources Manager 1905 South High St. Kirksville, MO 63501

COMPLAINT ACCEPTANCE: Chariton Valley Association will process complaints that are complete.

Once a completed Title VI Complaint Form is received, CVA will review it to determine if CVA has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by CVA.

INVESTIGATIONS: CVA will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, CVA may contact the complainant. Unless a longer period is specified by CVA, the complainant will have ten (10) days from the date of the letter to send requested information to the CVA investigator assigned to the case.

If the requested information is not received within that timeframe the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING: After the Title VI investigator reviews the complaint, the Title VI investigator will issue one of two letters to the complainant: a closure letter or 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.

- A Letter of Finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken.

If the complainant disagrees with Chariton Valley Association's determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. CVA will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, CVA will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, contact Chariton Valley Association 1905 South High St. Kirksville, MO 63501 660-665-1111

E. Monitoring Title VI Complaints, Investigations, Lawsuits

Documenting Title VI Complaints/Investigations

All Title VI complaints will be entered and tracked in CVA’s complaint log. Active investigations will be monitored for timely response on the part of all parties. The agency’s Title VI Coordinator shall maintain the log.

Agency Title VI Complaint Log

Date complaint filed	Complainant	Basis of complaint R-C-NO	Summary of allegation	Pending status of complaint	Actions taken	Closure Letter (CL)	Letter of Finding (LOF)	Date of CL or LOF

F. Public Engagement Plan

Goal

The goal of the Public Engagement Plan is to have significant and ongoing public involvement, by all identified audiences, in the public participation process for major agency outreach efforts.

Objectives

- To understand the service area demographics and determine what non-English languages and other cultural barriers exist to public participation.
- To provide general notification of meetings and forums for public input, in a manner that is understandable to all populations in the area.
- To hold public meetings in locations that are accessible to all area stakeholders, including but not limited to minority and low income members of the community.
- To provide methods for two-way communication and information and input from populations which are less likely to attend meetings.
- To convey the information in various formats to reach all key stakeholder groups.

Identification of Stakeholders

Stakeholders are those who are either directly or indirectly affected by an outreach effort, system or service plan or recommendations of that plan. Stakeholders include but are not limited to the following:

- Board of Directors – the governing board of the agency. The role of the Board is to establish policy and legislative direction for the agency. The Board defines the agency's mission, establishes goals, and approves then budget to accomplish the goals.
- Advisory Bodies – non-elected advisory bodies review current and proposed activities of the agency, and are encouraged to be active in the agency's public engagement process. Advisory bodies provide insight and feedback to the agency.
- Agency Transit riders and clients
- Minority and low income populations, including limited English proficient persons
- Local jurisdictions and other government stakeholders
- Private businesses and organizations
- Partner agencies

Elements of the Public Engagement Plan

It is necessary to establish a public participation plan that includes an outreach plan to engage minority and limited English proficient (LEP) populations.

Elements of the Public Engagement Plan include:

1. Public Notice

- a. Upon initiation of the plan, official notification of intent to provide opportunity for members of the general public to participate in public engagement plan development, including participation in open Board/council meetings, and advisory committees.

2. Public Engagement Process/Outreach Efforts:

- a. Rider outreach: Surveys and plan included in all vehicles
- b. Services for the Disabled (Notices of opportunities for public involvement include contact information for people needing these or other special accommodations.)

3. Public Comment

- a. Formal public comment periods are used to solicit comments on major public involvement efforts around an agency service or system change.
- b. Comments are accepted through various means:
 - i. Email
 - ii. Regular mail.
 - iii. Telephone

As no changes have been made to the Title VI policy, there is no need for an additional formal public comment period. Comments and suggestions for change are always welcome.

4. Response to Public Input

All public comments are provided to the Board of Directors prior to decision making. A publicly available summary report is compiled, including all individual comments.

Title VI Outreach Best Practices

Chariton Valley Association ensures all outreach strategies, communications and public involvement efforts comply with Title VI. CVA's Public Engagement Plan proactively initiates the public involvement process and makes concerted efforts to involve members of all social, economic, and ethnic groups in the public involvement process. Aligned with the above referenced communication tactics, CVA, Inc. provides the following:

- a. Public notice published on our website which has multi-lingual capabilities.
- b. Upon advance notice, agency communication materials in languages other than English as appropriate (subject to Safe Harbor parameters).
- c. Services for Limited English Proficient persons. Upon advance notice, translators may be provided.

2017 – 2019 Title VI Program Public Engagement Process

Chariton Valley will conduct a Public Engagement Process for the 2017-2019 Title VI Program. This process includes a Community Meeting to seek input, provide education, and highlight key components of the Title VI Plan. Materials have been created to explain Title VI policies as well as provide education on how they relate to minority populations.

Chariton Valley Association will provide briefings to the Board of Directors via the monthly board meeting in August as well as through the secure web porta.

Chariton Valley Association will conduct a public comment period to provide opportunities for feedback on the 2017-2019 Title VI Program beginning July 14th and ending July 30th each year.

Comments are accepted during the public outreach period via:

- a. Email
- b. Mail
- c. Phone
- d. In person

Members of the public may request additional information on Chariton Valley Association's nondiscrimination obligations by contacting the Chariton Valley Administration Human Resources Manager in writing at 1905 South High, Kirksville, MO 63501; by phone 660-665-1111; or via email mpalermo@charitonvalley.org. All requests for additional information will be promptly responded to.

Summary of 2017-2019 Public Outreach Efforts

Upon the creation of the Chariton Valley Association plan, Chariton Valley provided public speaking engagements in the community
Chariton Valley Association will continue educate staff, employees, and individuals supported through office memo.
Chariton Valley will present information to all new hire employees during the orientation process
Information regarding our Title VI plan will be made available on our website.

G. Language Assistance Plan

Chariton Valley Association Limited English Proficiency Plan

This limited English Proficiency (LEP) Plan has been prepared to address CVA's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964; Federal Transit Administration Circular 4702.1B, dated October 1, 2012, which states that the level and quality of transportation service is provided without regard to race, color, or national origin.

Executive order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discriminations do not take place. This order applies to all state and local agencies which receive federal funds.

Service Area Description: Chariton Valley Association provides services to individuals with disabilities in Adair County Missouri. No direct fixed routes are run. Transportation is provided linked to a service provided, not as a stand-alone service. All consumer services are linked to the individuals support plan. These plans designate communication needs of the individual.

Chariton Valley Association has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by Chariton Valley Association. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, and the ways in which assistance may be provided.

In order to prepare this plan, Chariton Valley Association. undertook the **four-factor LEP analysis** which considers the following factors:

Four Factor Analyses

1. The number and proportion of LEP persons eligible to be served or likely to be encountered in the service area:

A significant majority of people in the Chariton Valley Association’s service area are proficient in the English language. Based on 2010 Census data, 3% of the population five years of age and older speak English “less than very well” – a definition of limited English proficiency

Population 5 years and over by language spoken at home and ability to speak English	Service Area Sector [Adair
Population 5 Years and Over	24,302
Speak English “less than very well”	
Spanish	34
Speak English “less than very well”	
Other Indo-European	58
Speak English “less than very well”	
Asian and Pacific Island	0
Speak English “less than very well”	
All Other	0
Speak English “less than very well”	

2. Frequency of Contact by LEP Persons with CVA’s Services:

The CVA Staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons. To date, CVA has not had any requests for an interpreter; averages 0 phone calls per month.

LEP Staff Survey Form

CVA is studying the language assistance needs of its riders so that we can better communicate with them if needed.

1. How often do you come into contact with passengers who do not speak English or have trouble understanding you when you speak English to them?
 DAILY WEEKLY MONTHLY LESS THAN MONTHLY
2. What languages do these passengers speak?
3. What languages (other than English) do you understand or speak?
4. Would you be willing to serve as a translator when needed?

Frequency of Contact with LEP Persons	
Frequency	Language Spoken by LEP Persons
Daily	
Weekly	
Monthly	
Less frequently than monthly	

3. The importance of programs, activities or services provided by CVA to LEP persons:

Outreach activities, summarized in CVA’s Title VI Public Engagement Plan, include events such as public meetings and include specific outreach to LEP persons to gain understanding of the needs of the LEP population, and the manner (if at all) needs are addressed.

Outside Organization LEP Survey
<p>Organization: _____</p> <ol style="list-style-type: none"> 1. What language assistance needs are encountered? 2. What languages are spoken by persons with language assistance needs? 3. What language assistance efforts are you undertaking to assist persons with language assistance needs? 4. When necessary, can we use these services?

4. The resources available to CVA and overall cost to provide LEP assistance:

Strategies for Engaging Individuals with Limited English Proficiency include:

1. Written translations of vital documents as requested (identified via safe harbor provision)
2. One-on-one assistance through outreach efforts.

Staff Training

The following training will be provided to CVA Staff as needed:

1. Information on CVA Title VI Procedures and LEP responsibilities.

Monitoring and Updating the LEP Plan

The LEP Plan is a component of CVA's Title VI Plan requirement and will be periodically updated as needed.

CVA will update the LEP plan as required. At minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the CVA Service area. Updates include the following:

1. How the needs of LEP persons will be addressed.
2. Determine the current LEP population in the service area.
3. Determine as to whether the need for, and/or extent of, translation services has changed.
4. Determine whether local language assistance programs have been effective and sufficient to meet the needs.
5. Determine whether CVA's financial resources are sufficient to fund language assistance resources as needed.
6. Determine whether CVA has fully complied with the goals of this LEP Plan.
7. Evaluate and respond to complaints that have been received concerning CVA's failure to meet the needs of LEP individual.

H. Advisory Bodies

Table Depicting Membership of Committees, Councils, By Race

Committee [examples]	Caucasian	Latino	African American	Asian American		Total
Citizens Advisory Council	100%					100%

Description of efforts made to encourage minority participation on committees:

CVA has a self-perpetuating Board of Directors reflective of the local community. Members are not selected based on race, ethnicity or minority or non-minority status. Advisory committees are appointed by the Board of Directors and are not limited by ethnicity or minority or non-minority status.

I. Sub recipient Assistance

Sub recipient Assistance

OPTION A

Chariton Valley Association does not have any sub recipients.

OPTION B

Primary recipients should provide sub recipients:

- Sample public notices, Title VI complaint procedures, and the recipient's Title VI complaint form.
- Sample procedures for tracking and investigating Title VI complaints filed with a sub recipient.
- Direction regarding obtaining demographic information of population served by sub recipients.
- Technical assistance.
- Reviews of Title VI Programs; follow-up as necessary.

J. Sub recipient monitoring

Sub recipient monitoring

OPTION A

Chariton Valley does not have any sub recipients.

OPTION B

Primary recipients must monitor sub recipients.

- Non-compliant sub recipient means primary recipient is also non-compliant.

Primary recipients shall:

- Document process for ensuring all sub recipients are complying with the general and specific requirements.
- Collect and review sub recipients' Title VI Programs.
- At FTA's request, the primary recipient shall request that sub recipients who provide transportation services verify that their level and quality of service is equitably provided.

K. Equity Analysis of Facilities

OPTION A

Chariton Valley Association has not constructed any storage facilities, maintenance facilities, or operations centers in the last three years.

OPTION B1

_____ performed an equity analysis of [a new facility] [new facilities] per Title VI regulations.

_____ developed demographic data and mapped minority/low-income levels as a proportion to overall population. Similarly, _____ mapped current locations of residences and businesses in the proposed facilities locations.

Demographic data and mapping
Guidance may be obtained from regional Metropolitan Planning Organization.

Regarding the location of applicable projects, no persons were displaced from their residences and/or businesses on the basis of race, color, or national origin.

OPTION B2

_____ performed an equity analysis of [a new facility] [new facilities] per Title VI regulations.

_____ developed demographic data and mapped minority/low-income levels as a proportion to overall population. Similarly, _____ mapped current locations of residences and businesses in the proposed facilities locations.

Demographic data and mapping
Guidance may be obtained from regional Metropolitan Planning Organization.

Regarding the location of applicable projects, the “two-test” exercise was conducted and it was determined that the facility [facilities] could proceed, despite disparate impact, due to a “substantial legitimate justification” to meet a goal that is integral to the agency’s institutional mission. In addition, no comparable effective alternative location(s) would result in less disparate impact.

L. System-Wide Service Standards and Policies*

****applies to all fixed route providers (including those that do not meet volume threshold)***

This does not apply to Chariton Valley Association

M. Requirement to Collect and Report Demographic Data*

****applies to providers that operate 50 or more fixed route transit vehicles in peak service; and
200,000+ population.***

This does not apply to Chariton Valley Association

N. Requirement to Monitor Transit Service*

****applies to providers that operate 50 or more fixed route transit vehicles in peak service; and
200,000+ population.***

This does not apply to Chariton Valley Association.

O. Service and Fare Equity Analysis*

****applies to providers that operate 50 or more fixed route transit vehicles in peak service; and
200,000+ populations.***

This does not apply to Chariton Valley Association.