

**Jasper County Sheltered Facilities Association, Inc.
DBA COMMUNITY SUPPORT SERVICES OF MISSOURI (CSS)**

Title VI Program

Date Approved by: 03/17/2023

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 subrecipients. 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.

This template is available online under Presentations – Title VI Presentation Template at the following link: <http://www.modot.org/othertransportation/transit/transitapplicationsreportsprograms.htm>

Check this link periodically for most recent, dated template updates.

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A. Title VI Assurances

Community Support Services of Missouri 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.

Community Support Services of Missouri 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. Click or tap here to enter text. 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.

Community Support Services of Missouri meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including Community Support Services of Missouri 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).

Signed:



Title:

President & CEO

Date:

3-17-2023

B. Agency Information

1. Mission of Community Support Services of Missouri:

"To foster and promote maximum independence, quality of life, personal growth, health, and safety for the individuals we serve."

2. History (including year started)

Community Support Services of Missouri (CSS) was established in 1978 in Joplin, MO. CSS offers an array of supportive programs for children and adults with developmental disabilities, those with special health and medical needs, and in-home assistive services for individuals of all ages. We currently serve over 1,400 individuals throughout a ten-county region in Southwest Missouri. Counties served are: **Barry, Barton, Cedar, Dade, Jasper, Lawrence, McDonald, Newton, St. Clair, and Vernon.**

3. Regional Profile (regional population; growth projection)

4. Population served (in relation to regional population)

Community Support Services of Missouri provides supportive programs and services for individuals with developmental disabilities.

5. Service area (include map, with any routes utilized)

Counties served are **Barry, Barton, Cedar, Dade, Jasper, Lawrence, McDonald, Newton, St. Clair, and Vernon.** Our transportation services are limited to Jasper County Missouri.

6. Governing body make-up (include terms of office)

Community Support Services of Missouri is governed by a 15-member board of directors. Members are eligible for two consecutive four year terms.

C. Notice to the Public

Notifying the Public of Rights under Title VI

Community Support Services of Missouri posts Title VI notices on our agency's website, in public areas of our agency, in our board room, and on our buses and/or paratransit vehicles.

Community Support Services of Missouri 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.

For more information on the Community Support Services of Missouri's Title VI program, and the procedures to file a complaint, contact Human Resource Manager at 417-624-4515 or visit our administrative office at 2312 Annie Baxter Ave, Joplin, MO 64804. For more information, visit www.cssmo.org.

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

To obtain additional information about your rights under Title VI, contact: Human Resource Manager at 417-624-4515; or visit our administrative office at 2312 Annie Baxter Ave, Joplin, MO 64804.

How to file a Title VI/ADA complaint with Community Support Services of Missouri:

1. **RIGHT TO FILE A COMPLAINT:** Any person who believes they have been discriminated against on the basis of race, color, or national origin by Community Support Services of MO 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.
2. In addition to the complaint process at Community Support Services of Missouri, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, East Building, 5th Floor – TCR 1200 New Jersey Ave., SE Washington, DC 20590.
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 417-624-4515.

D. Procedure for Filing a Title VI Complaint

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of Community Support Services of Missouri'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 Community Support Services of Missouri, 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 on our agency's website, and in public areas of our agency.

You may download the Community Support Services of Missouri's Title VI Complaint Form at cssmo.org or request a copy by writing to 2312 Annie Baxter Ave., Joplin, MO 64804. Information on how to file a Title VI complaint may also be obtained by calling 417-624-4515.

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 Community Support Services of Missouri, 2312 Annie Baxter Avenue, Joplin, Missouri, 64804.

COMPLAINT ACCEPTANCE: Community Support Services of Missouri will process complaints that are complete. Once a completed Title VI Complaint Form is received, Community Support Services of Missouri will review it to determine if Community Support Services of Missouri has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by Community Support Services of Missouri.

INVESTIGATIONS: Community Support Services of Missouri will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, Community Support Services of Missouri may contact the complainant. Unless a longer period is specified by Community Support Services of Missouri, the complainant will have ten (10) days from the date of the letter to send requested information to the Community Support Services of Missouri 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 Community Support Services of Missouri'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. Community Support Services of Missouri 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, Community Support Services of Missouri 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, East Building, 5th Floor - TCR 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, contact Community Support Services of Missouri's at 2312 Annie Baxter Ave., Joplin MO 64804 or at 417-624-4515.

**E. Monitoring Title VI Complaints, Investigations, Lawsuits
and Documenting Evidence of Agency Staff Title VI Training**

See sample
Title VI
Self-Survey Form
ATTACHMENT 3

Documenting Title VI Complaints/Investigations

All Title VI complaints will be entered and tracked in Community Support Services of Missouri'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.

During the reporting period, Community Support Services of Missouri had 0 Title VI Complaints.

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

Documenting Evidence of Agency Staff Title VI Training

Community Support Services of Missouri's staff are given Title VI training, and agency can answer affirmatively to all the following questions:

1. Are new employees made aware of Title VI responsibilities pertaining to their specific duties?
2. Do new employees receive this information via employee orientation?
3. Is Title VI information provided to all employees and program applicants?
4. Is Title VI information prominently displayed in the agency and on any program materials distributed, as necessary?

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
- Employers
- 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. 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. Public meetings
- b. Open houses
- c. Rider forums
- d. Rider outreach
- e. Public hearings
- f. Focus groups
- g. Surveys
- h. Services for the Disabled (Notices of opportunities for public involvement include contact information for people needing these or other special accommodations.)

Events such as public meetings and/or open houses are held at schools, churches, libraries and other non-profit locations easily accessible to public transit and compliant with the Americans with Disabilities Act.

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. Dedicated email address.
 - ii. Website.
 - iii. Regular mail.
 - iv. Forms using survey tool for compilation.
 - v. Videotaping.
 - vi. Phone calls to Customer Service Center [phone]

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

Community Support Services of Missouri ensures all outreach strategies, communications and public involvement efforts comply with Title VI. Community Support Services of Missouri'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, Community Support Services of Missouri provides the following:

- a. Public notices published in non-English publications (if available).
- b. Title VI non-discrimination notice on agency's website.
- c. Agency communication materials in languages other than English (subject to Safe Harbor parameters).
- d. Services for Limited English Proficient persons. Upon advance notice, translators may be provided.

2022 – 2024 Title VI Program Public Engagement Process

Community Support Services of Missouri will conduct a Public Engagement Process for the 2022-2024 Title VI Program. This process includes Community Meetings 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.

Community Support Services of Missouri will provide briefings to the Board of Directors and Advisory Bodies.

Community Support Services of Missouri will conduct a 30 day public comment period to provide opportunities for feedback on the 2022-2024 Title VI Program.

Comments are accepted during the public outreach period via:

- a. Email
- b. Mail
- c. Phone
- d. In person
- e. Survey tool (agency option)

Summary of 2019-2021 Public Outreach Efforts

Social Media Presence
Board Meetings (Every two months)
Participate in Local College Welcome Days
Participate in Community Job Fairs

G. Language Assistance Plan

Community Support Services of Missouri Limited English Proficiency Plan

This limited English Proficiency (LEP) Plan has been prepared to address Community Support Services of Missouri'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: We currently serve over 1,400 individuals with developmental disabilities throughout a ten-county region in Southwest Missouri. Counties served are: **Barry, Barton, Cedar, Dade, Jasper, Lawrence, McDonald, Newton, St. Clair, and Vernon.** Transportation services are provided on a scheduled and as needed basis to individuals residing in Jasper County.

Community Support Services of Missouri 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 Community Support Services of Missouri. 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, Community Support Services of Missouri undertook the **four-factor LEP analysis** which considers the following factors:

Four Factor Analysis

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 Community Support Services of Missouri service area are proficient in the English language. Based on 2020 5-Year American Community Survey data, 3.14% of the population five years of age and older speak English "less than very well" – a definition of limited English proficiency.

LEP Population in Jasper County, Missouri Service Area

Population 5 years and over by language spoken at home and ability to speak English	Service Area 1 (Jasper County)	Service Area Total	Percentage of Population 5 Years and Older
Population 5 Years and Over	112,358	112,358	100.00%
Speak English "less than very well"	3,527	3,527	3.14%
Spanish	6,145	6,145	5.47%
Speak English "less than very well"	2,849	2,849	2.54%
French, Haitian, or Cajun	165	165	0.15%
Speak English "less than very well"	19	19	0.02%
German	233	233	0.21%
Speak English "less than very well"	81	81	0.07%
Russian	36	36	0.03%
Speak English "less than very well"	0	0	0.00%
Indo-European	426	426	0.38%
Speak English "less than very well"	39	39	0.03%
Korean	151	151	0.13%
Speak English "less than very well"	68	68	0.06%
Chinese	224	224	0.20%
Speak English "less than very well"	102	102	0.09%
Vietnamese	420	420	0.37%
Speak English "less than very well"	159	159	0.14%
Tagalog	53	53	0.05%
Speak English "less than very well"	0	0	0.00%
Asian & Pacific Island	307	307	0.27%
Speak English "less than very well"	205	205	0.18%
Arabic	82	82	0.07%
Speak English "less than very well"	5	5	0.00%
All Other	92	92	0.08%
Speak English "less than very well"	0	0	0.00%

2. Frequency of Contact by LEP Persons with Community Support Services of Missouri's Services:

The Community Support Services of Missouri staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons. To date, Community Support Services of Missouri has, on average, only 0 calls per month for an interpreter. Community Support Services of Missouri averages 0 phone calls per month.

LEP Staff Survey Form

Click or tap here to enter text. 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? n/a
3. What languages (other than English) do you understand or speak? n/a
4. Would you be willing to serve as a translator when needed? n/a

Frequency of Contact with LEP Persons

Frequency	Language Spoken by LEP Persons
Daily	0
Weekly	0
Monthly	0
Less frequently than monthly	0

3. The importance of programs, activities or services provided by Community Support Services of Missouri to LEP persons:

Outreach activities, summarized in Community Services of Missouri's Title VI Public Engagement Plan, include events such as public meetings and/or open houses held at schools, churches, libraries and other non-profit locations, 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

Organization: _____

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 Community Support Services of Missouri and overall cost to provide LEP assistance:

Strategies for Engaging Individuals with Limited English Proficiency include:

1. Language line. Upon advance notice, translators can be provided.
2. Language identification flashcards.
3. Written translations of vital documents (identified via safe harbor provision)
4. One-on-one assistance through outreach efforts.
5. Website information.
6. To the extent feasible, assign bilingual staff for community events, public hearings and Board of Directors meetings and on the customer service phone lines.

As applicable: Based on our demographic analysis (Factor 1) Community Support Services of Missouri has determined that no language group(s) within its service area meets Safe Harbor criteria requiring written translated “vital documents” by language group(s).

Community Support Services of Missouri will provide assistance and direction to LEP persons who request assistance.

Staff LEP Training

The following training will be provided to Community Support Services of Missouri staff:

1. Information on Community Support Services of Missouri Title VI Procedures and LEP responsibilities.
2. Description of language assistance services offered to the public.
3. Use of Language Identification Flashcards.
4. Documentation of language assistance requests.

Monitoring and Updating the LEP Plan

The LEP Plan is a component of Community Support Services of Missouri’s Title VI Plan requirement.

Community Support Services of Missouri 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 Community Support Services of Missouri service area. Updates include the following:

1. How the needs of LEP persons have been 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 Community Support Services of Missouri 's financial resources are sufficient to fund language assistance resources as needed.
6. Determine whether Community Support Services of Missouri has fully complied with the goals of this LEP Plan.
7. Determine whether complaints have been received concerning Community Support Services of Missouri'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
Population Committee						100%
Access Committee						100%
Citizens Advisory Council						100%

Description of efforts made to encourage minority participation on committees:

- CSS has no such advisory bodies, therefore this area is not applicable

I. Subrecipient Assistance

Subrecipient Assistance OPTION

Community Support Services of Missouri does not have any subrecipients.

J. Subrecipient Monitoring

Subrecipient Monitoring OPTION

A

Community Support Services of Missouri does not have any subrecipients.

K. Equity Analysis of Facilities

OPTION A

Community Support Services of Missouri has not constructed any storage facilities, maintenance facilities, or operations centers in the last three years.

Equity Analysis Guidance

Refer to FTA Title VI Circular 4702.1B Chapter III, section 13.

Demographic data and mapping

Guidance may be obtained from either a Regional Planning Commission or Metropolitan Planning Organization.

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 Community Support Services of Missouri.

**Template for System-Wide Service Standards (1. 2. 3. 4.) is
presented in detail
in FTA Circular 4702.1B Appendix G.**

**Template for System-Wide Service Policies (1. 2.) is
presented in detail
in FTA Circular 4702.1b Appendix H.**

NOTE: Template for **Major Service Change and Impact Policies**
is located at O. Service and Fare Equity Analysis.

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.***

**Template for Demographic Profile and Travel Patterns is
presented in detail
in FTA Circular 4702.1B Appendix I.**

This does not apply to Community Support Services of Missouri.

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.***

**Template for Demographic Profile and Travel Patterns is
presented in detail
in FTA Circular 4702.1B Appendix J.**

This does not apply to Community Support Services of Missouri.

O. Service and Fare Equity Analysis*

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

This does not apply to Community Support Services of Missouri.

**Template for Service and Fare Equity Analysis is
presented in detail
in FTA Circular 4702.1B Appendix K.**

Attachment 2

Community Support Services of Missouri TITLE VI/ADA COMPLAINT FORM

“No person in the United States shall, on the basis 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.”

If you feel that you have been discriminated against in the provision of transportation services, please provide the following information to assist us in processing your complaint. Should you require any assistance in completing this form or need information in alternate formats, please let us know.

Please mail or return this form to:

Ryan S. Melton, President/CEO
Community Support Services of Missouri
2312 Annie Baxter Avenue
Joplin, MO 64804
Email: administrator@cssmo.org
Fax: (417) 624-9064

PLEASE PRINT

1. Complainant's Name:		
a. Address:		
b. City:	State:	Zip Code:
c. Telephone (include area code): Home () or Cell ()		Work
() -		() -
d. Electronic mail (e-mail) address:		
Do you prefer to be contacted by this e-mail address? () YES () NO		
2. Accessible Format of Form Needed? () YES specify: _____ () NO		
3. Are you filing this complaint on your own behalf? () YES If YES, please go to question 7. () NO If no, please go to question 4		
4. If you answered NO to question 3 above, please provide your name and address.		
a. Name of Person Filing Complaint:		
b. Address:		
c. City:	State:	Zipcode:
d. Telephone (include area code): Home () or Cell ()		Work
() -		() -
e. Electronic mail (e-mail) address:		
Do you prefer to be contacted by this e-mail address? () YES () NO		
5. What is your relationship to the person for whom you are filing the complaint?		
6. Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. () YES, I have permission. () NO, I do not have permission.		

7. I believe that the discrimination I experienced was based on (check all that apply):
- ☐ Race ☐ Color ☐ National Origin (classes protected by Title VI)
 - ☐ Disability (class protected by ADA)
 - ☐ Other (please specify)

continued

TITLE VI COMPLAINT FORM – PAGE 2

8. Date of Alleged Discrimination (Month, Day, Year):
9. Where did the Alleged Discrimination take place?
10. Explain as clearly as possible what happened and why you believe that you were discriminated against. Describe all of the persons that were involved. Include the name and contact information of the person(s) who discriminated against you (if known). <i>Use the back of this form or separate pages if additional space is required.</i>
11. Please list any and all witnesses' names and phone numbers/contact information. <i>Use the back of this form or separate pages if additional space is required.</i>
12. What type of corrective action would you like to see taken?
13. Have you filed a complaint with any other Federal, State, or local agency, or with any Federal or State court? () YES If yes, check all that apply. () NO a. () Federal Agency (List agency's name) b. () Federal Court (Please provide location) c. () State Court d. () State Agency (Specify Agency) e. () County Court (Specify Court and County) f. () Local Agency (Specify Agency)
14. If YES to question 14 above, please provide information about a contact person at the agency/court where the complaint was filed. <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">Name:</div> <div style="width: 45%;">Title:</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">Agency:</div> <div style="width: 45%;">Telephone: () - </div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">Address:</div> <div style="width: 45%;"></div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 33%;">City:</div> <div style="width: 33%;">State:</div> <div style="width: 33%;">Zip Code:</div> </div>

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

Signature and date is required:

 Signature

 Date

If you completed Questions 4, 5 and 6, your signature and date is required:

 Signature

 Date