

**AUDRAIN DEVELOPMENTAL DISABILITY SERVICES (ADDS)  
(Formerly Audrain Handicapped Services)**

**Title VI Program  
2017 - 2019**

Adopted by ADDS Board of Directors  
August 17<sup>th</sup>, 2017

Date filed with MoDOT Transit Section:  
August 18<sup>th</sup>, 2017

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## A. Title VI Assurances

Audrain Developmental Disability Services 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.

Audrain Developmental Disability Services 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. Audrain Developmental Disability Services 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.

Audrain Developmental Disability Services meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including Audrain Developmental Disability Services and its third-party contractors (which it does not currently have) 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 Audrain Developmental Disability Services**

The mission of Audrain Developmental Disability Services (ADDS) is to “Create a better life for Audrain County citizens”. This is accomplished through an array of services designed to create choices for persons with developmental disabilities.

### **2. History (including year started)**

Our organization began in 1977 following the county’s passage of a mil tax to support residential and related services for Audrain County residents with developmental disabilities. We began as Audrain County Residential Facilities, later Audrain Handicapped Services and now Audrain Developmental Disability Services. We now offer an array of services including residential, developmental training, service coordination, transportation, advocacy, and many other support services.

### **3. Regional Profile (regional population; growth projection)**

As of the [2010 United States Census](#), there were 25,529 people, 9,844 households, and 6,762 families residing in the county. The [population density](#) was 37 people per square mile (14/km<sup>2</sup>). There were 10,881 housing units at an average density of 16 per square mile (6/km<sup>2</sup>). 89.8% of the population were [White](#), 6.4% [Black or African American](#), 0.5% [Asian](#), 0.4% [Native American](#), 1.2% of some other race and 1.7% [of two or more races](#). 2.6% were [Hispanic or Latino](#) (of any race). 33.2% were of [German](#), 16.0% [American](#), 9.3% [Irish](#) and 8.4% [English](#) ancestry.<sup>[6]</sup>

There were 9,844 households out of which 31.40% had children under the age of 18 living with them, 55.20% were [married couples](#) living together, 9.90% had a female householder with no husband present, and 31.30% were non-families. 27.80% of all households were made up of individuals and 13.40% had someone living alone who was 65 years of age or older. The average household size was 2.43 and the average family size was 2.96.

In the county the population was spread out with 24.60% under the age of 18, 7.90% from 18 to 24, 28.20% from 25 to 44, 22.50% from 45 to 64, and 16.90% who were 65 years of age or older. The median age was 38 years. For every 100 females there were 84.20 males. For every 100 females age 18 and over, there were 78.70 males.

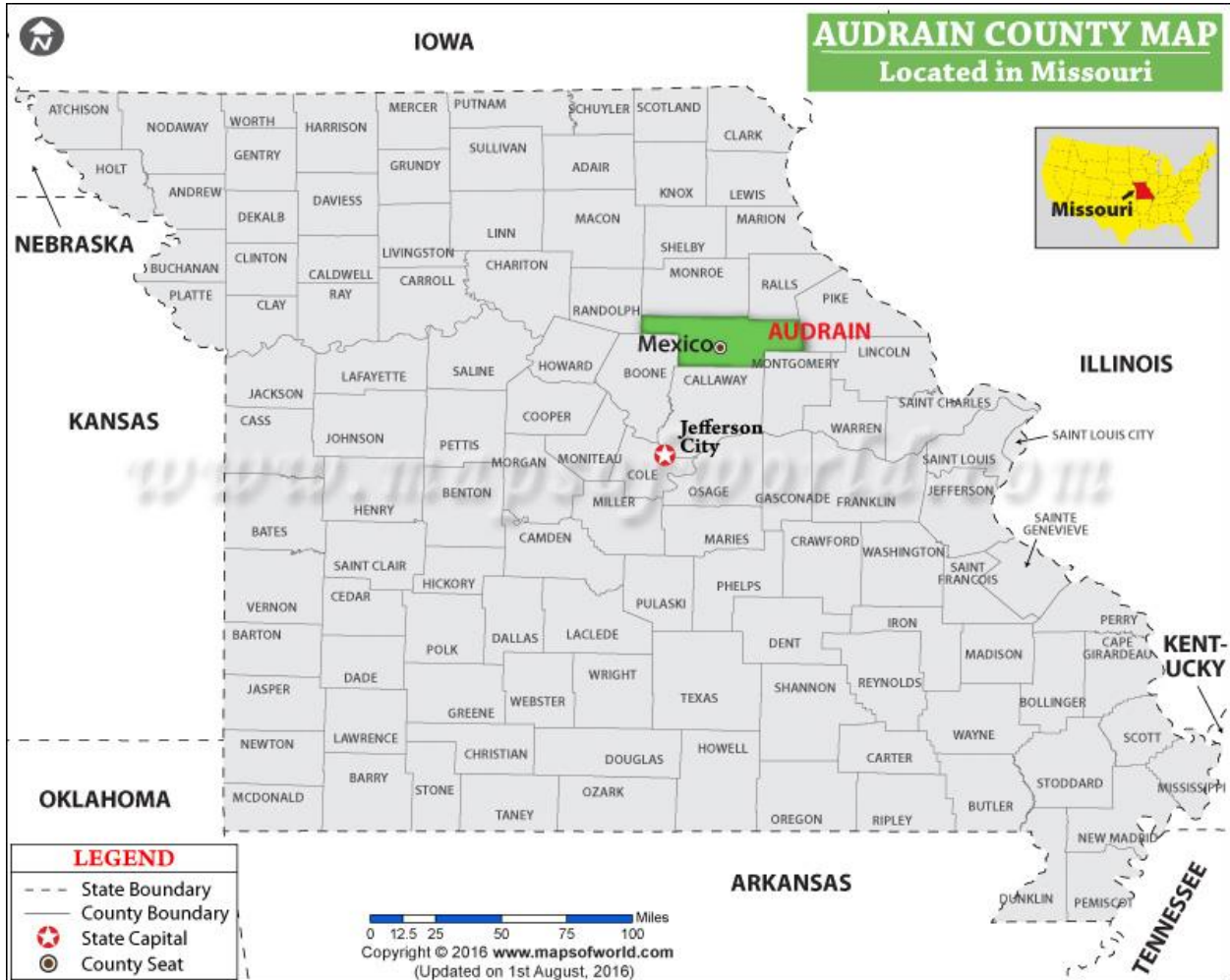
According to the 2000 census, the county has a total area of 696.79 square miles (1,804.7 km<sup>2</sup>), of which 693.10 square miles (1,795.1 km<sup>2</sup>) (or 99.47%) is land and 3.69 square miles (9.6 km<sup>2</sup>) (or 0.53%) is water.

**Some changes** indicated in the 2017 Central Missouri Community Action Needs Assessment indicate a population in Audrain County of 25,783 with 9,273 households in 2015. Population included 23,082 Caucasian or 90%, 1,693 or 7% Black/African American, 37 or less than 1% American Indian, 36 or less than 1% Asian and 759 or 3% of two or more races.

**4. Population served (in relation to regional population)**

ADDs serves approximately 170 individuals - of Audrain County residents who are affected by a developmental disability. This is approximately .7% of the County's population.

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



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

<b>Name</b>	<b>Term Expires</b>
Tracy Wilburn, Chair	12/30/2019
Andrew Baker, V-Chair	12/31/2017
Frank Marth, Treasurer	12/31/2019
Sara Robertson	12/31/2019
Michelle Vogt	12/31/2017
JoAnn Thomas	12/31/2018
Todd Yager	12/31/2018
Open Position	
Open Position	

## C. Notice to the Public

### **Notifying the Public of Rights under Title VI**

Audrain Developmental Disability Services posts Title VI notices on our agency's website and in public areas of our agency.

Audrain Developmental Disability Services 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, and for more information on the Audrain Developmental Disability Services' Title VI program, and the procedures to file a complaint, contact our administrative office at 573-581-8210, or visit our administrative office at 222 E. Jackson, Mexico, MO 65265. For more information visit [www.audraindds.com](http://www.audraindds.com).

If you believe you have been discriminated against on the basis of race, color, or national origin by Audrain Developmental Disability Services 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 Audrain Developmental Disability Services:**

1. A complaint form is available at our administrative office located at 222 E. Jackson, Mexico, MO 65265 or on our website [www.audraindds.com](http://www.audraindds.com).
2. In addition to the complaint process at Audrain Developmental Disability Services, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator; East Building, 5<sup>th</sup> Floor TCT; 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 573-581-8210.

## **D. Procedure for Filing a Title VI Complaint**

### **Filing a Title VI Complaint**

The complaint procedures apply to the beneficiaries of Audrain Developmental Disability Services' 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 Audrain Developmental Disability Services 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 Audrain Developmental Disability Services' Title VI Complaint Form at [www.audraindds.com](http://www.audraindds.com), or request a copy by writing to Audrain Developmental Disability Services, 222 E. Jackson, Mexico, MO 65265. Information on how to file a Title VI complaint may also be obtained by calling the Agency administrative office at 573-581-8210.

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 Audrain Developmental Disability Services, 222 E. Jackson, Mexico, MO 65265.

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

**INVESTIGATIONS:** Audrain Developmental Disability Services will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, Audrain Developmental Disability Services may contact the complainant. Unless a longer period is specified by Audrain Developmental Disability Services,



the complainant will have ten (10) days from the date of the letter to send requested information to the Audrain Developmental Disability Services' 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 Audrain Developmental Disability Services' 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. Audrain Developmental Disability Services 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, Audrain Developmental Disability Services 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 Audrain Developmental Disability Services, 222 E. Jackson, Mexico, MO 65265, or at 573-581-8210.

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

**Title VI  
Self-Survey Form  
  
ATTACHMENT 3**

**Documenting Title VI Complaints/Investigations**

All Title VI complaints will be entered and tracked in Audrain Developmental Disability Services' 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.

**Audrain Developmental Disability Services' 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**

Audrain Developmental Disability Services' staff members 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 (573-581-8210)

### **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**

Audrain Developmental Disability Services ensures all outreach strategies, communications and public involvement efforts comply with Title VI. Audrain Developmental Disability Services' 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, Audrain Developmental Disability Services 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.

### **2016 – 2019 Title VI Program Public Engagement Process**

Audrain Developmental Disability Services will conduct a Public Engagement Process for the 2016-2019 Title VI Program. This process includes Community Meetings during board 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.

Audrain Developmental Disability Services will provide briefings to the Board of Directors and Advisory Bodies.

Audrain Developmental Disability Services will conduct a 30 day public comment period to provide opportunities for feedback on the 2017-2019 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 2016-2017 Public Outreach Efforts

<b>January 21, 2016 – Board Meeting – Public Invited</b>
<b>February 18, 2016 – Board Meeting – Public Invited</b>
<b>March 17, 2016 – Board Meeting – Public Invited</b>
<b>April 21, 2016 – Board Meeting – Public Invited</b>
<b>May 19, 2016 – Board Meeting – Public Invited</b>
<b>August 18, 2016 – Board Meeting – Public Invited</b>
<b>October 12, 2016 – Board Meeting – Public Invited</b>
<b>November 17, 2016 – Board Meeting – Public Invited</b>
<b>January 19, 2017 – Board Meeting – Public Invited</b>
<b>March 16, 2017 – Board Meeting – Public Invited</b>
<b>May 18, 2017 – Board Meeting – Public Invited</b>
<b>June 15, 2017 – Board Meeting – Public Invited</b>

## G. Language Assistance Plan

### Audrain Developmental Disability Services' Limited English Proficiency Plan

This limited English Proficiency (LEP) Plan has been prepared to address Audrain Developmental Disability Services' 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: See Service area map for Audrain County located on page 4 of this document.

Audrain Developmental Disability Services 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 Audrain Developmental Disability Services. 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, Audrain Developmental Disability Services 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 individuals in the Audrain Developmental Disability Services’ service area are proficient in the English language. After reviewing various sources of information including U.S. Census information from 2010 and 2016 updates, Central Region Workforce of Missouri information, 2015 Data USA: Audrain County, it is estimated that 2.26% of the population of Audrain County five years of age and older speak English “less than very well” – a definition of limited English proficiency. Another resource, US Department of Justice Civil Rights Division described the 2014 population of Audrain County as 23, 994 with a total LEP population of 422 or 1.76%. This compares to 3.1% indicated in the 2010 Census data. The numbers indicated below come from the Central Region Workforce Investment Board as well as Population Data Series The Many Languages of Missouri with some estimation and approximation necessary as there seemed to be a lack of consistency of data.

<b>LEP Population in Audrain County Developmental Disability Services Service Area</b>					
<b>Population 5 years and over by language spoken at home and ability to speak English</b>	<b>Service Area Sector [1]</b>	<b>Service Area Sector [1]</b>	<b>Service Area Sector [1]</b>	<b>Service Area Audrain County Total</b>	<b>Percentage of Population 5 Years and Older</b>
<b>Population 5 Years and Over</b>				23,879	92.6%
Speak English “less than very well”				541	2.26%
<b>Spanish</b>				675	2.8%
Speak English “less than very well”				247	1.03%
<b>Other Indo-European</b>				87	0.36%
Speak English “less than very well”				70	0.29%
<b>Asian and Pacific Island</b>				36	Less than 0.2%
Speak English “less than very well”				No numbers found	No numbers found
<b>All Other</b>				Approximately 475	Less than 2%
Speak English “less than very well”				No numbers found	No numbers found



2. Frequency of Contact by LEP Persons with Audrain Developmental Disability Services' Services:

The Audrain Developmental Disability Services' staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons. To date, Audrain Developmental Disability Services has had no calls for an interpreter for a different language.

LEP Staff Survey Form

Audrain Developmental Disability Services 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 Audrain Developmental Disability Services to LEP persons:

Outreach activities, summarized in Audrain Developmental Disability Services' 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 Audrain Developmental Disability Services 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 through medical partners and other human service organizations in the community.
2. Written translations of vital documents (identified via safe harbor provision)
3. One-on-one assistance through outreach efforts as detailed above.
4. 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) Audrain Developmental Disability Services has determined that no language group(s) within its service area meets Safe Harbor criteria requiring written translated “vital documents” by language group(s).

Audrain Developmental Disability Services will provide assistance and direction to LEP persons who request assistance.

### **Staff LEP Training**

The following training will be provided to Audrain Developmental Disability Services’ staff :

1. Information on Audrain Developmental Disability Services’ Title VI Procedures and LEP responsibilities.
2. Description of language assistance services offered to the public.
4. Documentation of language assistance requests.

### **Monitoring and Updating the LEP Plan**

The LEP Plan is a component of Audrain Developmental Disability Services’ Title VI Plan requirement.

Audrain Developmental Disability Services 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 Audrain Developmental Disability Services’ 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 Audrain Developmental Disability Services' financial resources are sufficient to fund language assistance resources as needed.
6. Determine whether Audrain Developmental Disability Services has fully complied with the goals of this LEP Plan.
7. Determine whether complaints have been received concerning Audrain Developmental Disability Services' failure to meet the needs of LEP individual.

## H. Advisory Bodies

**Table Depicting Membership of Committees, Councils, By Race**

<b>Committee</b>	<b>Caucasian</b>	<b>Latino</b>	<b>African American</b>	<b>Asian American</b>		<b>Total</b>
ADDs Board of Directors	85%		15%			100%

### **Description of efforts made to encourage minority participation on committees:**

Audrain County Developmental Disability Services makes every effort to have a diverse representation on the Board of Directors – generally the representation is fulfilled by interest and geographic location.

- Word of Mouth by other personal volunteers
- Social Media
- Community Events
- Audrain County Human Services Council
- ADDS' Social Advocacy Group

## **I. Subrecipient Assistance**

Audrain Developmental Disability Services does not have any subrecipients.

## **J. Subrecipient Monitoring**

Audrain Developmental Disability Services does not have any subrecipients.

## **K. Equity Analysis of Facilities**

ADDS built a storage facility on vacant land owned by ADDS so that no persons were displaced from their residences and/or businesses on the basis of race, color, or national origin.

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**L. System-Wide Service Standards and Policies\***

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

**See ADDS Transportation Policies and Procedures approved by ADDS accrediting body. These Policies and Procedures are located on the ADDS website – [audraindds.org](http://audraindds.org)**



**M. Requirement to Collect and Report Demographic Data\***

**Not applicable to Audrain Developmental Disability Services**

**N. Requirement to Monitor Transit Service\***

**Not applicable to Audrain Developmental Disability Services.**

**O. Service and Fare Equity Analysis\***

**Not applicable to Audrain Developmental Disability Services**

**Attachment 1**

**Agency Information:** See attached brochure from Audrain Developmental Disability Services

## Attachment 2

### AUDRAIN DEVELOPMENTAL DISABILITY SERVICES' TITLE VI 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:

Tim Crews, Executive Director  
 Audrain Developmental Disability Services  
 222 E. Jackson  
 Mexico, MO 65265  
 573-581-8210

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)		
( ) 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.
Name: _____ Title: _____
Agency: _____ Telephone: ( ) _____ - _____
Address: _____
City: _____ State: _____ Zip Code: _____

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

**Attachment 3**

**Title VI Self-Survey Form**

Date filed with MoDOT Transit Section:

\_\_\_\_\_  
**DATE mailed**

Survey Date:

Period Covered:

Name of Program/Grant:

- A. Summary of Complaints:
- B. Number of complaints for the period:
- C. Number of complaints voluntarily resolved:
- D. Number complaints currently unresolved:
- E. Attach a summary of any type of complaint and provide:
  - Name of complainant
  - Race
  - Allegation
  - Findings
  - Corrective Action
  - Identify any policy/procedure changes made as a result of the complaint.
  - Provide the date history (date complaint received through resolution)

continued

Title VI Self-Survey Form – Page 2

Distribution of Title VI Information

1. Are new employees made aware of the Title VI responsibilities pertaining to their specific duties?

YES \_\_\_\_\_ NO \_\_\_\_\_

2. Do new employees receive this information via employee orientation?

YES \_\_\_\_\_ NO \_\_\_\_\_

3. Is Title VI information provided to all employees and program applicants?

YES \_\_\_\_\_ NO \_\_\_\_\_

4. Is Title VI information prominently displayed in the organization and on relevant program materials?

YES \_\_\_\_\_ NO \_\_\_\_\_

5. Identify any improvements you have implemented since the last self-survey to support Title VI communication to employees and program applicants.

6. Identify any improvements you plan to implement before the next self-survey to support Title VI communication to employees and program applicants.

7. Identify any problems encountered with Title VI compliance, and discuss possible remedies.

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_