



Lafayette County Board of Sheltered Services (LCBSS) Civil Rights Title VI Plan 2026-2029

Adopted by LCBSS Board of Directors:
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Title VI Plan

Table of Contents

A. Introduction / Title VI Assurances	page 2
B. Agency Information	page 3
C. Notice to the Public	page 5
D. Procedure for Filing a Title VI Complaint	page 6
E. Title VI Complaints, Investigations, Lawsuits	page 7
F. Public Engagement Plan	page 8
G. Language Assistance Plan	page 11
H. Advisory Bodies	page 15
I. Subrecipient Assistance	page 15
J. Subrecipient Monitoring	page 15
K. Equity Analysis of Facilities	page 15
For Fixed Route Transit Providers	
L. Standards and Policies	page 16
M. Data Reporting and Collection	page 16
N. Transit Service Monitoring	page 16
O. Service and Fare Equity Changes	page 16
Attachment 1: Complaint Form	page 17
Attachment 2: Self-Survey Form	page 19

A. Title VI Assurances

Lafayette County Board of Sheltered Services, hereinafter identified as LCBSS, 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.

LCBSS 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. LCBSS 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.

LCBSS meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including LCBSS 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).

LCBSS receives federal funds through contracts and grants administered by the Missouri Department of Transportation for both operating and capital. As a sub-recipient of this funding, we are committed to assuring compliance with the Title VI Requirements for Federal Transit Administration Recipients as outlined in FTA Circular 4702.1B.

This plan was developed to guide LCBSS in its administration and management of Title VI-related activities.

B. Agency Information

1. Mission Statement

The mission of Lafayette County Board of Sheltered Services (LCBSS) is to support individuals with developmental disabilities by partnering in the development and provision of programs and supports that encourage their full participation in the community.

2. History

In 1976, the voters of Lafayette County, Missouri passed a levy of 5 cents per hundred assessed evaluation to be collected, with a cap of 8 cents. The County Commissioners established the Lafayette County Board of Sheltered Services (hereinafter called LCBSS). These Levy monies are utilized to provide or contract for services to individuals with developmental disabilities. The first service developed in Lafayette County was Lafayette County Enterprises, a sheltered workshop. In 1990, LCBSS developed an eight-bed group home and contracted with Progressive Alternative Living (PAL) to provide residential services at this location. In 1996, LCBSS sponsored the creation of two apartment complexes, 16 units total, using HUD grants, and formed a not-for-profit organization, Lacombo, Inc. to oversee and manage the service. LCBSS became a community service provider, contracted with Missouri Department of Mental Health, in 1996. The initial services included Transportation and Day Habilitation. Over time, services have expanded to include personal assistance, 24-hour residential living and targeted case management in addition to those previously mentioned. Currently, LCBSS utilizes nearly 50 employees to provide community-based services to over 200 individuals who have a developmental disability in Lafayette County, Missouri.

3. Profile

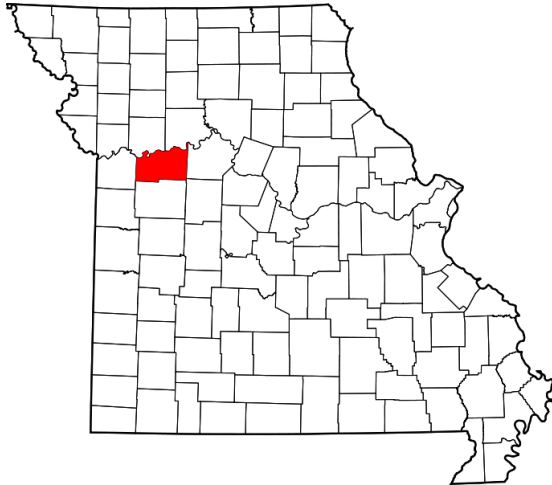
LCBSS currently provides transportation services to approximately 63 unduplicated residents of Lafayette County, under contract with the Missouri Department of Mental Health, Division of Developmental Disabilities. Three drivers have dedicated routes, transporting approximately 31 residents from throughout the county to and from the sheltered workshop in Higginsville, Missouri. In addition, transportation is provided to 2 residents of Individualized Supported Living homes in the community of Higginsville, Missouri, and transportation is provided to 15 residents of HUD apartment facilities in Higginsville and Lexington, Missouri. In addition, LCBSS conducts an adult day-activity program for approximately 15 participants. Transportation is provided for reasons of employment, medical, shopping and recreation.

4. Population served

All individuals receiving transportation by LCBSS have a primary diagnosis of a cognitive or developmental disability, and have been assessed by the Missouri Department of Mental Health and found eligible to receive services through MoDMH-DD. Services are provided without regard to participant socio-economic status. However, most individuals supported are socio-economically classified as living below the federal poverty level, with many classified as being indigent status. Recipients of transportation services are nearly entirely adults, age 18 or older. LCBSS services are available to all persons regardless of race, gender, color, religion, age, national origin (ancestry) and disability.

5. Service area:

Lafayette County is classified as being entirely rural. According to the 2000 U.S. Census, Lafayette County has a total area of 638.86 square miles (1,654.6 km²), of which 629.31 square miles (1,629.9 km²) (or 98.51%) is land and 9.55 square miles (24.7 km²) (or 1.49%) is water. 2013 Population estimate is 32,943.



LCBSS provides transportation to and from the sheltered workshop in Higginsville, Missouri to qualifying residents who live throughout the county. In addition, LCBSS provides transportation services to qualifying residents for reasons of medical, shopping and recreation that often results in destinations outside the county limits.

6. Governing body (make-up, including minority representation)

LCBSS is governed by a 9-member Board of Directors in accordance with Missouri Revised Statutes Chapter 205, County Health & Welfare Programs, Section 205.968. Board members are appointed by the county government (Commissioners) to a 3-year term, and terms can be renewable. The Board of Directors meets monthly, with the exception of the month of December, at the LCBSS administrative building in Higginsville, Missouri. The Board of Directors is a policy making board and governed by a set of bylaws. LCBSS operates its fiscal year on a calendar year (January – December).

Currently, there are two board vacancies. The current makeup of the Board of Directors is as follows: 5 (71%) Females; 2 (29%) Males; 1 (14%) Minority; and 2 Vacancies.

All LCBSS meetings are open to the public unless otherwise posted as closed, and are posted in accordance with Missouri Sunshine Laws.

C. Notice to the Public

Notifying the Public of Rights under Title VI

LCBSS posts Title VI notices at the agency's administrative office, and in public areas of the Lafayette County Courthouse in Lexington, Missouri.

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

If you believe you have been discriminated against on the basis of race, color, disability or national origin by LCBSS, 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 LCBSS:

1. A Grievance Form is available at the LCBSS administrative office, 312 W. 19th Street, Higginsville, Missouri, or by calling the administrative Office (1-660-584-3101) and requesting a copy by mail.
2. In addition to the complaint process at LCBSS, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region 7, 901 Locust St, Suite 404, Kansas City, MO 64106 or telephone 816-329-3920.
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.

For more information about your rights or If information is needed in another language, contact the LCBSS administrative Office at 1-660-584-3101.

D. Procedure for Filing a Title VI Complaint

All transportation provided is a service that is authorized through the Missouri Department of Mental Health, Division of Developmental Disabilities. Agency Licensing and Certification requires a Grievance Policy and Procedure for individuals receiving any service. The following is the policy/procedure, which is available at the LCBSS administrative office in Higginsville, Missouri, or by mail upon request:

Grievance Procedure

Effective Date: 4-1-96

Revised: 1-97, 2-99, 5-02, 10-06, 08-14

Each person entering the program will be given the Grievance Procedure and the procedure will be explained to him or her or his or her Guardian in such a way that they understand it. Each January the information will be provided to them. This procedure also applies to the tenant/landlord relationship of individuals receiving support services who reside at Lacombo North or Lacombo South apartments, and recipients of transportation services in accordance with Title VI, Civil Rights Plan. Complaints specific to Transportation can be filed using the complaint form, Attachment 1, page 17 of the Title VI, Civil Rights Plan.

The grievance process:

If persons receiving supports and services feel that they have been mistreated or that they have not received a support or service they need they may initiate the grievance process.

1. They will contact the Director and discuss the complaint in question.
2. Formal notes will be taken or the session will be taped upon written consent of the person served.
3. The Director will make a decision and written notification to the person served will occur in no more than 10 working days after the meeting. The Director will gather information from all parties in regards to the complaint, i.e. staff, parents, guardian, and other interested persons.
4. If the person receiving support is not satisfied, they may present their concern to the Board of Directors Executive Committee. The Executive Committee will hear the complaint and review the data gathered and make a formal recommendation to the person served within no more than 10 working days.
5. If the person is still not satisfied, the person is encouraged to file a grievance with the Department of Mental Health Client Rights Monitor, P.O. Box 687 Jefferson City, Missouri 65102. (800) 364-9687.
6. If the grievance involves the service of transportation, the person has the right to file a complaint with an external agency such as the Department of Transportation, a federal or state agency or federal or state court, in accordance with Title VI Civil Rights Plan.

E. Monitoring Title VI Complaints, Investigations, Lawsuits

Documenting Title VI Complaints/Investigations

All Title VI complaints are entered and tracked in LCBSS' complaint log. Active investigations will be monitored for timely response on the part of all parties. The agency's Transportation Coordinator is designated as the Title VI Coordinator, and he/she 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 the LCBSS transportation service. 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.
- Agency Transportation participants and their family members
- Government stakeholders (city, county and state)
- Private businesses and organizations
- Employers
- Partner agencies- DMH Service Providers, Social Service Agencies and State Agencies such as the Department of Mental Health, Regional Planning Commissions, etc.

Elements of the Public Engagement Plan

LCBSS has 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 and committee meetings. This process is in accordance with Missouri Revised Statutes Chapter 205, County Health & Welfare Programs, Section 205.968.

All meetings are open to the public with dates, locations and meeting information published in local newspapers. LCBSS holds public hearings as one option of seeking public input, and notices are published and/or posted prior to those meetings. These hearings afford the public the opportunity to provide input on LCBSS services. This is just one aspect of the Needs Assessment process.

2. Public Engagement Process/Outreach Efforts:

- a. Stakeholder / Public meetings
- b. Stakeholder / Public hearings
- c. Surveys
- d. 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 are held at community 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. Regular mail.
 - iii. In person at public hearings or agency board meetings
 - iv. Phone calls to administrative office (1-660-584-3101).

4. Response to Public Input

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

Title VI Outreach Best Practices

LCBSS ensures all outreach strategies, communications and public involvement efforts comply with Title VI. LCBSS' 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, LCBSS provides the following:

- a. Public notices published in non-English publications (if needed).
- b. Title VI non-discrimination notice posted on premises.
- 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.

2026-2029 Title VI Plan, Public Engagement Process

LCBSS will conduct a Public Engagement Process for the 2026-2029 Title VI Plan. This process will include outreach to seek input, provide education, and highlight key components of the Title VI Plan.

LCBSS will provide briefings to the Board of Directors.

LCBSS will conduct a 30 day public comment period to provide opportunities for feedback on the 2026-2029 Title VI Program. This process will be conducted through the use of the service of Targeted Case Management ensuring that all recipients are identified and given the opportunity to participate.

Comments are accepted during the public outreach period via:

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

Summary of 2023-2025 Public Outreach Efforts

LCBSS conducts a county-wide needs assessment survey for DD services (including transportation) every five years, holds a public hearing at least once annually, and maintains monthly board meetings open to public attendance and comment, with minutes recorded. The main target recipients of transportation services are adult residents of Lafayette County whose eligibility for services has been identified by the Missouri Department of Mental Health Division of Developmental Disabilities. Individuals receive and are encouraged to complete a satisfaction survey regarding the services they receive at least annually.

G. Language Assistance Plan

LCBSS Limited English Proficiency Plan

This limited English Proficiency (LEP) Plan has been prepared to address LCBSS' 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 and description on Page 4, above.

LCBSS 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 LCBSS. 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, LCBSS 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 LCBSS service area are proficient in the English language. According to the 2010 U.S. Census, only 2.3% of Missourians over 5 years of age speak English less than "very well." The number of native and foreign-born Missourians who speak English "not at all" is very low, with Spanish being the most common language.

LEP Population in LCBSS Service Area

Limited English Proficiency Analysis		LEP Population in LCBSS Service Area				
<small>Prepared 1/27/2026</small>		<small>From the 2023 American Community Survey 5-year Estimates C16001: Language Spoken at Home for the Population 5 Years and over</small>				
County Served by LCBSS	2023 Total Population	Population 5 years and older	Speak Language Other than English	Speak English "very well"	Speak English less than "very well"	# of people who speak English less than "very well"
Lafayette	33,196	31,160	4%	3%	0.2%	819

2. Frequency of Contact by LEP Persons with LCBSS' Services:

The LCBSS staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons. To date, LCBSS has had zero (0) requests per year from LEP persons. In addition, LCBSS has had zero (0) phone calls received.

LCBSS conducted the following survey with all office staff who takes phone calls from riders/potential riders. Survey was conducted August 2014.

LEP Staff Survey Form

LCBSS 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	n/a
Weekly	n/a
Monthly	n/a
Less frequently than monthly	n/a

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

Outreach activities, summarized in LCBSS Title VI Public Engagement Plan, include events such as public meetings and/or open houses, and include outreach to LEP persons to gain understanding of the needs of the LEP population, and the manner (if at all) needs are addressed. As LCBSS contracts with MoDMH-DD for transportation services to persons with developmental disabilities, we discuss any needs they may have for LEP persons, and work with them to ensure we met the needs of these LEP persons.

Outside Organization LEP Survey	
LCBSS Organization:	
	<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 LCBSS and overall cost to provide LEP assistance:

Strategies for Engaging Individuals with Limited English Proficiency include:

1. Language identification flashcards.
2. Written translations of vital documents (identified via safe harbor provision)
3. One-on-one assistance through outreach efforts and contracted agencies.
4. To the extent feasible, arrange interpreter if needed for public hearings and Board of Directors meetings and on the customer service phone lines.
5. Communication with agencies in Missouri that assist LEP persons that are contacted as needed include:

Midwest MO Region:

Amigos DE Cristo Iglesia

1100 Thompson Blvd, Sedalia, MO 65301, (660) 826-2788

Assist the Hispanic population.

Northwest MO Region:

Northwest Missouri Service Area Catholic Charities

1302 Faraon, St. Joseph, MO 64501 (816) 232-2885

The volunteer-run program in St. Joseph assists Spanish-speaking families with language interpretation.

West MO Region:

Somali Foundation, Inc.

1101 Euclid Ave., Kansas City, Missouri 64127, (816) 483-0130

Assist the East African population with advocacy services in KC area.

Guadalupe Center

2600 Belleview Avenue, Kansas City, MO 64108, (816) 474-3456 *Assist the Hispanic population*

Statewide:

Medical Transportation Management (MTM)

16 Hawk Ridge Drive, Lake St. Louis, MO 63367, (636) 561-5686

Legal Aid of Western Missouri

1125 Grand Ave. Kansas City, MO, (816) 474-6750

Assist the Hispanic population throughout the state. Offices located in Kansas City, Warrensburg, St. Joseph and Joplin.

Staff Training

The following training will be provided to LCBSS staff:

1. Information on LCBSS Title VI Procedures and LEP responsibilities.
2. Description of language assistance services offered to the public.
3. Use of Language Identification flashcards and brochures when requested.
4. Documentation of language assistance requests.

Monitoring and Updating the LEP Plan

The LEP Plan is a component of LCBSS' Title VI Plan requirement.

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

H. Advisory Bodies

Table Depicting Membership of Board By Race

Governing Body	Caucasian	Latino	African American	Asian /Pacific Island	Other	Total
LCBSS Board	86%	0	14%	0	0	100%

Description of efforts made to encourage minority participation on committees:

- Local newspaper press releases and write-ups.
- Community events: health fairs, fundraisers.
- Personal contacts by other local volunteers and riders.

I. Subrecipient Assistance

Subrecipient Assistance

LCBSS does not have any sub-recipients.

J. Subrecipient Monitoring

Subrecipient Monitoring

LCBSS does not have any sub-recipients.

K. Equity Analysis of Facilities

LCBSS performed an equity analysis of its facilities per Title VI regulations following federal guidelines provided for capital purchases. Studies were done for LCBSS facilities built in Higginsville, Missouri. Additionally, an *Environmental Impact Study* was done on all facilities owned by LCBSS where federal funding was used for construction.

Because of the way our services are offered LCBSS does not have members of the public that come to our facilities on a regular basis. LCBSS is a public transportation provider to persons they are contracted with MoDMH-DD to support, and as such we provide door-to-door service to our clients- we pick them up at their residence and return them to their residence in our entire service region.

L. System-Wide Service Standards and Policies*

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

LCBSS does not operate any fixed route systems.

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.***

LCBSS does not operate any fixed route systems.

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.***

LCBSS does not operate any fixed route systems.

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.***

LCBSS does not operate any fixed route systems.

Attachment 1

LCBSS TITLE VI/ADA COMPLAINT FORM

“No person in the United States shall, on the basis of race, color, disability 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:

Marcus Whitlock, Executive Director
Lafayette County Board of Sheltered Services
P.O. Box 48, Higginsville, Missouri 64037
660-584-3101 office; 660-584-8688 fax
lcbss@ctcis.net

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 () Disability (classes protected by Title VI) () Other (please specify)

continued
TITLE VI/ADA 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 2

08/10/14

Title VI Self-Survey Form

Date filed with MoDOT Transit Section:

DATE

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

_____ of Title VI Information
12/10/13

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: _____