



**ALTERNATIVE COMMUNITY TRAINING,  
INC.  
Civil Rights Title VI Plan  
2018**

Date adopted by ACT Board of Directors:  
October 17, 2018

# Title VI Plan

## Table of Contents

A. Introduction / Title VI Assurances	page 2
B. Agency Information	page 3
• Mission Statement	
• History	
• Profile	
• Population Served	
• Service Area	
• Governing Body	
C. Notice to the Public	page 4
D. Procedure for Filing a Title VI Complaint	page 5
• Right to File a Complaint	
• How to File a Complaint	
• Complaint Acceptance	
• Investigations	
• Letters of Closure or Finding	
E. Title VI Complaints, Investigations, Lawsuits	page 6
F. Public Engagement Plan	pages 6 – 7
• Goal	
• Identification of Stakeholders	
• Elements of the Public Engagement Plan	
• Title VI Outreach Best Practices	
• ACT Public Engagement Plan	
G. Language Assistance Plan	pages 7 – 8
• Four-Factor LEP Analysis	
• Staff Training	
• Monitoring and Updating the LEP Plan	
H. Advisory Bodies	page 8
I. Subrecipient Assistance	page 8
J. Subrecipient Monitoring	page 8
K. Equity Analysis of Facilities	page 9
<b>For Fixed Route Transit Providers</b> (ACT is not a Fixed Route Provider)	
L. Standards and Policies	page 9
M. Data Reporting and Collection	page 9
N. Transit Service Monitoring	page 9
O. Service and Fare Equity Changes	page 9

## **A. Title VI Assurances**

ACT 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.

ACT 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. ACT makes every effort to ensure non-discrimination in all programs and activities, whether those programs and activities are federally funded or not.

ACT will meet the objectives of the FTA Master Agreement which governs all entities applying for FTA funding 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; and,
- E. Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

ACT receives federal funds through contracts and grants administered by the Missouri Department of Transportation for capital equipment. 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 ACT in its administration and management of Title VI-related activities.

## **B. Agency Information**

### **1. Mission Statement**

ACT provides opportunities to individuals with disabilities as participating members of the community.

### **2. History**

In 1975 the Woodhaven Learning Center established Woodhaven School, Inc. to provide educational services to the one hundred fifty children living on their campus setting in Columbia, MO. The School was established as a 501(c) 3 corporation. Due to changes in federal education law, the juvenile population began declining as educational services were sought in the public schools. In 1987, the School changed its name to Alternative Community Training, Inc. (dba ACT), focusing on services to adults throughout the Columbia community. Also in 1987, ACT received its first national accreditation from CARF, a designation that continues through the present day. With national accreditation, ACT obtained a grant from the Missouri Division of Vocational Rehabilitation to begin providing supported employment services. In 1989, ACT built a new facility at 2200 Burlington Street in Columbia to house corporate offices, a day program, and, later, a work program. In 1990, ACT became one of the first programs in Missouri to provide individualized supported living in small, non-congregate settings to individuals with disabilities under the Medicaid Waiver. In 1991, ACT began recycling VHS tapes in a facility-based work program that was expanded in 1995 to add floppy disks to its recycling efforts. With partners in California and Washington state, the recycling program was extended nationally with much media attention. The work program ended in 2016, opting for an increased focus on community employment and community inclusion. Employing over two hundred persons, today ACT provides services to over 400 individuals with disabilities annually.

### **3. Profile**

ACT serves residents of mid-Missouri, primarily in Boone County, Missouri. Drivers take people to work, to attend day services and take advantage of community integration opportunities, to medical appointments, to pick up prescriptions, essential shopping, and various other trips to meet their daily needs. The Day Program fleet vehicles, including lift vans, are used five days per week to provide transportation for approximately 100 individuals to participate in activities throughout mid-Missouri including: recreational and leisure pursuits, shopping, volunteering, movies, concerts, dining out, museums, fairs and exhibits, etc.

### **4. Population Served**

ACT provides services and supports to individuals with disabilities. ACT serves children, adolescents and adults.

ACT services are available to all persons regardless of race, gender, color, religion, or national origin.

### **5. Service Area:**

Mid-Missouri, primarily residents of Boone County.

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

ACT is governed by an 11 member Board of Directors. The Board of Directors meets a minimum of six times per year, holding the annual meeting in August of each year. The Board of Directors is a policy making board and governed by a set of bylaws.

Board members serve for a period of 3 years and are divided into 3 groups so that approximately one-third of the Directors' terms expire each year. New Directors are elected at the annual meeting from a list of names submitted by the nominating committee. Directors may be elected to two consecutive terms (six years total) before it becomes mandatory that they rotate off the Board. The current Board is comprised of 11 members 4 of which are Female and 7 of which are Male. There are 2 minorities on the Board.

There are no transit-related advisory councils or committees.

ACT Administrators, and members of management, are available to all stakeholders at any time. A schedule of Board meetings is available from the ACT Administrative Offices. Any persons desiring to address the Board may request, in advance, to be heard at a regularly scheduled meeting.

## C. Notice to the Public

### Notifying the Public of Rights under Title VI

ACT will post Title VI notices on our agency's website and in public areas of the agency.

ACT 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 ACT's Title VI program, and the procedures to file a complaint, contact the Executive Director at 573-474-9446, email us at [info@actservices.org](mailto:info@actservices.org), or visit our Administrative Offices at 2200 Burlington Columbia, MO 65202. Additional information is available on our website at [www.actservices.org](http://www.actservices.org).

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

1. A Grievance Form is available on our website at [www.actservices.org](http://www.actservices.org), by visiting the ACT Administrative Offices at 2200 Burlington Columbia, MO 65202, or by calling 573-474-9446 to request a form by fax, email or mail.
2. In addition to the complaint process at ACT, 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.

If information is needed in another language, contact the ACT Administrative Offices at 573-474-9446 for assistance.

## D. Procedure for Filing a Title VI Complaint

### Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of ACT'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 ACT 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 the website, and in public areas of our agency.

You may download the ACT Title VI Complaint Form from [www.actservices.org](http://www.actservices.org), or request a copy by writing to: ACT, 2200 Burlington, Columbia, MO 65202. Information on how to file a Title VI complaint may also be obtained by calling ACT Human Resources Director at 1-573-474-9446.

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 Director of Human Resources, ACT, 2200 Burlington, Columbia, MO 65202.

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

**INVESTIGATIONS:** ACT's goal is to complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, ACT may contact the complainant. Unless a longer period is specified by ACT, the complainant will have ten (10) days from the date of the letter to send requested information to the ACT 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 ACT's determination, the complainant may appeal 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 appeal. ACT will notify the complainant of the decision either to accept or reject the appeal within ten (10) days. In cases the appeal is granted, ACT will issue a determination letter to the complainant upon completion of the appeal process.

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 ACT Human Resources Director at 2200 Burlington, Columbia, MO 65202, or by calling 573-474-9446.

## E. Monitoring Title VI Complaints, Investigations, Lawsuits

### Documenting Title VI Complaints/Investigations

All Title VI complaints are entered and tracked in ACT's complaint log. Active investigations will be monitored for timely response on the part of all parties. The agency's Title VI Coordinator (Human Resources Director) shall maintain the log. The ACT Title VI Complaint Log will track:

Date Complaint Filed; Date of Complaint; Basis of Allegation (Race, Color, National Origin); Brief Summary; Pending Status, Action taken by ACT; Date MoDOT Notified; Status Active/Inactive; Closure Letter; Letter of Finding; Date of CL or LOF.

## F. Public Engagement Plan

### Goal

The goal of the Public Engagement Plan is to have ongoing involvement, by all Boone County citizens and stakeholders, in ACT outreach efforts.

#### Objectives

- To understand the service area demographics and determine what non-English languages and other cultural barriers exist to 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:

- Citizens of Boone County particularly those with developmental disabilities and their advocates and specifically those minority and low income populations, including limited English proficient persons
- Board of Directors – the governing board of the agency. The role of the Board is to establish policy for the agency. The Board defines the agency's mission, establishes goals, and approves the budget to accomplish the goals.
- Local jurisdictions and other government stakeholders (city and county)
- Private businesses and organizations
- Partner agencies- Social Service Agencies, State Agencies such as the Department of Mental Health, Regional Planning Commissions.

#### Elements of the Public Engagement Plan

ACT will develop 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. All meetings are open to the public with dates, locations and meeting information posted in the ACT Administrative Office and when a specific focus public meeting is scheduled, information is published in the local newspaper.
2. Public Engagement Process/Outreach Efforts:
  - a. Public meetings, health fairs, festivals and other public events.
  - b. Focus groups
  - c. Surveys
3. Public Comment
  - a. Formal public comment periods are used to solicit comments on 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. In person at public hearings
    - v. Phone calls.
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

ACT ensures all outreach strategies, communications and public involvement efforts comply with Title VI. ACT's Public Engagement Plan will proactively initiate the public involvement process and make concerted efforts to involve members of all social, economic, and ethnic groups in the public involvement process. ACT will:

- a. Publish public notices in non-English publications (if needed);
- b. Place Title VI non-discrimination notice on the agency's website;
- c. Make agency communication materials in languages other than English (if needed); and,
- d. Offer services for Limited English Proficient persons. Upon advance notice, translators may be provided.

## ACT Public Engagement Plan

- ACT conducted a Public Engagement Plan for the original 2015 Title VI Plan. This plan included outreach to seek input, provide education, and highlight key components of the Title VI Plan.
- ACT conducted a 30 day public comment period to provide opportunities for feedback on the 2015 Title VI Program. Notice of the comment period was published in the Columbia Daily Tribune newspaper and ACT's website, [www.actservices.org](http://www.actservices.org).
- Comments were accepted during the public outreach period via email, postal mail, phone, or in person.
- A new Public Engagement Plan was not needed for the three year update of the plan in 2018.

## G. Language Assistance Plan

This Limited English Proficiency (LEP) Plan has been prepared to address ACT'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.

ACT 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 ACT. 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 carry out this plan, ACT will use the four-factor LEP analysis which considers the following factors:

1. The number and proportion of LEP persons eligible to be served or likely to be encountered in the service area: Boone County  
A significant majority of people in the ACT service area are proficient in the English language.

According to the 2012-2016 American Community Survey 5-year Estimates published by the U.S. Census Bureau, only 2.8% of Missourians over 5 years of age speak English less than "very well." Spanish is the most common language spoken other than English.

### LEP Population in Boone County, MO (using 2016 American Community Survey data from U.S. Census Bureau):

Population 5 yrs and older	162,367	
Those who speak English VERY WELL	149,752	92.2%
Those who speak English LESS THAN VERY WELL	4,556	2.8%
Those who speak Language other than English	12,615	7.8%

2. Frequency of Contact by LEP Persons with ACT Services:  
ACT staff reviewed the frequency with which office staff and direct care staff have, or could have, contact with LEP persons. To date, ACT has had no requests per year from LEP persons.
3. The importance of programs, activities or services provided by ACT to LEP persons:  
Outreach activities, summarized in ACT's 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.
4. The resources available to ACT and overall cost to provide LEP assistance:  
Strategies for Engaging Individuals with Limited English Proficiency include:
  1. Visual language flashcards
  2. Website information
  3. One-on-one assistance through outreach efforts and contracted agencies
  4. Written translations of vital documents
  5. To the extent feasible, ACT will arrange for an interpreter, when requested, for open meetings and phone contacts. Agencies that assist LEP persons with whom ACT might work include:

Mid-Missouri Region:

Centro Latino de Salud

609 N. Garth Avenue Columbia, Missouri 65203, (573) 449-9442

*Provide services and guidance in navigating the health, education and cultural resources of mid-Missouri*

Diversity Awareness Partnership

815 Olive St., Suite 23 St. Louis, MO, 63101, (314)246-3146      [www.dapstl.org/columbia](http://www.dapstl.org/columbia)

*From the Columbia branch office, DAP assists with inter-agency partnerships and collaborations, including providing services to LEP persons.*

Statewide:

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 ACT staff:

1. Information on ACT Title VI Procedures and LEP responsibilities.
2. Description of language assistance services offered to the public.
3. Documentation of language assistance requests.

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

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

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

## **H. Advisory Bodies**

ACT does not have any transit-related advisory councils or committees, however minority participation in agency planning and programming is encouraged through:

- *The Columbia Daily Tribune* newspaper - ads seeking volunteers; newspaper press releases and write-ups.
- A quarterly newsletter (*interACTion*) that is available at our website and is widely distributed, both electronically and in paper format.
- Community events: health fairs, fundraisers.
- Personal contacts by other local volunteers and stakeholders.

### **I. Subrecipient Assistance**

ACT does not have any sub-recipients.

### **J. Subrecipient Monitoring**

ACT does not have any sub-recipients.

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

Due to the nature of our services, ACT does not have members of the public come to our facilities on a regular basis. ACT provides door-to-door service to our clients - we pick them up at their residence and return them to their residence.

ACT built the current facility owned by ACT on vacant land so no persons were displaced from their residences and/or businesses on the basis of race, color, or national origin. Other spaces are leased from landlords when they are advertised as available in the local real estate market.

## **FOR FIXED ROUTE TRANSIT PROVIDERS**

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

ACT does not operate any fixed route systems.

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

ACT does not operate any fixed route systems.

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

ACT does not operate any fixed route systems.

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

ACT does not operate any fixed route systems.