



Marion County Services for the Developmentally Disabled  
AGENCY NAME

## **Title VI Program**

Date filed with MoDOT Transit Section:

September 15, 2014  
DATE

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- Attachment 1 – Agency Information
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### **A. Title VI Assurances**

**Marion County Services for the Developmentally Disabled (MCSDD)** 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.

In addition to race, color, or national origin, Marion County Services prohibits discrimination on age, creed, gender, sexual orientation, disability, marital status, Vietnam Era Veteran status, genetic predisposition, carrier status, or low income status.

MCSDD 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. MCSDD 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.

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

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

## **B. Agency Information**

### **1. Mission of *Marion County Services for the Developmentally Disabled*:**

***“To Increase Choice, Respect, Ability and Involvement for the Developmentally Disabled Citizens of Marion County”***

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

- a. In 1988 citizens of Marion County approved a tax levy that would be used exclusively for those with developmental disabilities.
- b. The beginning of 1989 the Senate Bill 40 Agency opened under the name of “Marion County Services for the Developmentally Disabled”.
- c. July 17, 1989 the organization was incorporated as Marion County Services, Inc.
- d. The purpose is to provide services for developmentally disabled individuals as well as all other legal powers permitted under general not for profit corporations.

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

- a. Marion County is located in the northeastern portion of the U.S. state of Missouri
- b. Its county seat is Palmyra which was organized December 23, 1826.
- c. Marion County is part of the Hannibal, MO metropolitan Statistical Area, which is included in the Quincy-Hannibal, Il-MO Combined Statistical Area.
- d. The county has a total area of 444.05 square miles, of which 438.7 square miles is land and 5.97 square miles is water.
- e. Adjacent counties include Lewis County (north), Adams County, Illinois (northeast), Pike County, Illinois (southeast), Ralls County (south), Monroe County (southwest) and Shelby County (west).
- f. There are 28,781 people. Of that 11,066 households and 7,524 families residing in the county. The population density was 65 people per square mile. There are 12,443 housing units at an average density of 28 per square mile. The racial makeup of the county is 83.26 % White, 4.62% Black or African American, 0.27% Native American, 0.28% Asian, 0.08% Pacific Islander, 0.18% from other races, and 1.32% from two or more races. Approximately 0.89% of the population is Hispanic or Latino of any race. 28.5% are of German, 25.6% American, 11.0% Irish and 10.3% English ancestry according to recent Census.
- g. The gender stats: Male = 13,854 and Female = 14,927

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

- a. Marion County serves approximately 321 individuals with developmental disabilities.

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

- a. MCSDD serves all residents in Marion County.

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

- a. **MCSDD's** governing body consists of 9 members. At least seven of the board members shall be residents of the county.
- b. At least two of the nine members shall be related by blood or marriage within the third degree to a handicapped person as defined in Section 205.968 RSMo. 1984 and four shall be public members.
- c. **MCSDD** currently has the following:
  - i. 1 lawyer, 1 financial investor, 1 special education teacher (has a child with disability), 1 retired nurse (has a child and grandchild with a disability), 1 medical professional (has two children with disability), 1 funeral director, 1 business administrative professional, 1 retired teacher (has a child with disability), 1 retired educational administrator.
- d. Governing board is made up of Chairman, Vice-Chairman and Secretary/Treasurer. Other officers may be established as necessary.
- e. Board members shall be appointed annually and may be reappointed to successive terms.
- f. Term is three years.

## C. Notice to the Public

Marion County Services for the Developmentally Disabled  
12 Northport Plaza Hannibal, MO 63401

### Notifying the Public of Rights under Title VI

Marion County Services for the Developmentally Disabled posts Title VI notices on our agency's website, in public areas of our agency, in our board room, and on our buses and/or paratransit vehicles.

Marion County Services for the Developmentally Disabled operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964.

**To obtain additional information about your rights under Title VI**, contact Kyra Davis, Deputy Director, Marion County Services for the Developmentally Disabled.

If you believe you have been discriminated against on the basis of race, color, or national origin by Marion County Services for the Developmentally Disabled, 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 Marion County Services for the Developmentally Disabled:**

1. To obtain a Complaint Form from Marion County Services for the Developmentally Disabled, contact Kyra Davis, Deputy Director, Marion County Services for the Developmentally Disabled 12 Northport Plaza Hannibal, MO 63401.
2. In addition to the complaint process at Marion County Services for the Developmentally Disabled, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region VII, 901 Locust Street, Suite 404, Kansas City, MO 64106
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated, and include your contact information.

If information is needed in another language, contact 1-314-842-0062 (Language Access Metro Project, LAMP).

See sample  
**Title VI  
Complaint Form**  
**ATTACHMENT 2**

## D. Procedure for Filing a Title VI Complaint

### Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of MCSDD'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, national origin, age, creed, gender, sexual orientation, disability, marital status, Vietnam Era Veteran status, genetic predisposition, carrier status, or low income status by MCSDD 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 MCSDD Title VI Complaint Form at [mcsdd.com](http://mcsdd.com), or request a copy by writing to 12 Northport Plaza, Hannibal, MO 63401. Information on how to file a Title VI complaint may also be obtained by calling Deputy Director at (573) 248-1077 Ext. 106

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 Deputy Director, 12 Northport Plaza, Hannibal, MO 63401.

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

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

have ten (10) days from the date of the letter to send requested information to the MCSDD 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 MCSDD's determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. MCSDD 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, MCSDD 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, Region 7, 901 Locust St., Suite 404, Kansas City, MO 64106.

If information is needed in another language, contact Deputy Director at 12 Northport Plaza, Hannibal, MO 63401, or at (573) 248-1077, Ext. 106.



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

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

**Agency Title VI Complaint Log**

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

**Documenting Evidence of Agency Staff Title VI Training**

MCSDD’s staff is 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 a meeting.
- 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.
- 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 meetings.

### **2. Public Engagement Process/Outreach Efforts:**

- a. Public meetings: SB40 Board Meetings, Community meetings
- b. Open houses
- c. Rider forums
- d. Rider outreach
- e. Public hearings
- f. Focus groups
- g. Surveys
- h. Services for the Disabled (Notices of opportunities for public involvement include contact information for people needing these or other special accommodations.)

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

### **3. Public Comment**

- a. Formal public comment periods are used to solicit comments on major public involvement efforts around an agency service or system change.
- b. Comments are accepted through various means:
  - i. Dedicated email address.
  - ii. Website.
  - iii. Regular mail.
  - iv. Forms using survey tool for compilation.
  - v. Videotaping.
  - vi. Phone calls to Customer Service Center [phone]

### **4. Response to Public Input**

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

## Title VI Outreach Best Practices

MCSDD ensures all outreach strategies, communications and public involvement efforts comply with Title VI. MCSDD’s Public Engagement Plan proactively initiates the public involvement process and makes concerted efforts to involve members of all social, economic, and ethnic groups in the public involvement process. Aligned with the above referenced communication tactics, MCSDD 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 – 2018 Title VI Program Public Engagement Process

MCSDD will conduct a Public Engagement Process for the 2016-2017 Title VI Program. This process includes Community Meetings to seek input, provide education, and highlight key components of the Title VI Plan. Materials have been created to explain Title VI policies as well as provide education on how they relate to minority populations.

MCSDD will provide briefings to the Board of Directors. *Current MCSDD does not have an Advisory Bodies.*

MCSDD will conduct a 30-day public comment period to provide opportunities for feedback on the 2016-2018 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 2016-2018 Public Outreach Efforts

<b>MCSDD provides a quarterly newsletter to staff, consumers, partners and stakeholders.</b>
<b>MCSDD participates and attends numerous job and agency fairs to market and provide community education.</b>
<b>MCSDD provides public speaking engagements in the community and surrounding area. MCS</b>
<b>MCSDD sponsors and participates in various community integration events.</b>

## G. Language Assistance Plan

### MCSDD Limited English Proficiency Plan

This limited English Proficiency (LEP) Plan has been prepared to address MCSDD'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. *(In addition to race, color, or national origin, Marion County Services prohibits discrimination on age, creed, gender, sexual orientation, disability, marital status, Vietnam Era Veteran status, genetic predisposition, carrier status, or low income status.)*

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:

- MCSDD provides services to individuals with disabilities in Marion County. Transportation is provided linked to a service provided, not as a stand-alone service. All individual's services are linked to the individuals support plan. These plans designate communication needs of the individual.

MCSDD 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 MCSDD. 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, MCSDD 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 Marion County service area are proficient in the English language. Based on 2010 Census data, [99%] of the population five years of age and older speak English “less than very well” – a definition of limited English proficiency

<b>LEP Population in Marion County Service Area</b>					
<b>Population 5 years and over by language spoken at home and ability to speak English</b>	<b>Service Area Sector [Marion]</b>	<b>Service Area Sector [1]</b>	<b>Service Area Sector [1]</b>	<b>Service Area Total</b>	<b>Percentage of Population 5 Years and Older</b>
<b>Population 5 Years and Over</b>	27,021			27,021	99%
Speak English “less than very well”					
<b>Spanish</b>	11			11	1%
Speak English “less than very well”					
<b>Other Indo-European</b>	0				
Speak English “less than very well”				0	0%
<b>Asian and Pacific Island</b>	0				
Speak English “less than very well”					
<b>All Other</b>	0			0	0%
Speak English “less than very well”					

**2. Frequency of Contact by LEP Persons with MCSDD's Services:**

The MCSDD staff reviewed the frequency with which office staff and drivers have, or could have, contact with LEP persons. To date, zero individuals have, on average, asked for an interpreter. MCSDD averages [0] phone calls per month.

LEP Staff Survey Form
<p>MCSDD is studying the language assistance needs of its riders so that we can better communicate with them if needed.</p> <ol style="list-style-type: none"> <li>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</li> <li>2. What languages do these passengers speak?</li> <li>3. What languages (other than English) do you understand or speak?</li> <li>4. Would you be willing to serve as a translator when needed?</li> </ol>

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

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

Outreach activities, summarized in MCSDD's Title VI Public Engagement Plan, include events such as public meetings and/or open houses held at schools, churches, libraries and other non-profit locations, and include specific outreach to LEP persons to gain understanding of the needs of the LEP population, and the manner (if at all) needs are addressed.

Outside Organization LEP Survey
<p>Organization: <b>Marion County Services for the Developmentally Disabled (MCSDD)</b></p> <ol style="list-style-type: none"> <li>1. What language assistance needs are encountered?</li> <li>2. What languages are spoken by persons with language assistance needs?</li> <li>3. What language assistance efforts are you undertaking to assist persons with language assistance needs?</li> <li>4. When necessary, can we use these services?</li> </ol>

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

Strategies for Engaging Individuals with Limited English Proficiency include:

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

MCSDD will provide assistance and direction to LEP persons who request assistance.

### **Staff LEP Training**

The following training will be provided to MCSDD staff:

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

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

The LEP Plan is a component of MCSDD's Title VI Plan requirement. In addition MCSDD has a Cultural Diversity Plan which addresses language barriers.

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



### H. Advisory Bodies

***MCSDD currently does not have Advisory Bodies in place due to non-participation.***

***This is always an option that will be kept available.***

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

<b>Committee [examples]</b>	<b>Caucasian</b>	<b>Latino</b>	<b>African American</b>	<b>Asian American</b>		<b>Total</b>
Population Committee						100%
Access Committee						100%
Citizens Advisory Council						100%

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

- **Advertise openings on Board Web site**
- **Invite minority members to join by personal invitation**
- **MCSDD has a board of directors with public meetings for input.**
- **Public awareness made through media, etc. of all committees which provide invitation for participation**

## **I. Sub Recipient Assistance**

### **Sub recipient Assistance**

#### **OPTION A**

MCSDD does not have any sub recipients.

#### **OPTION B**

Primary recipients should provide sub recipients:

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

## **J. Sub Recipient Monitoring**

### **Sub Recipient Monitoring**

#### **OPTION A**

MCSDD does not have any sub recipients.

#### **OPTION B**

Primary recipients must monitor sub recipients.

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

Primary recipients shall:

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

## K. Equity Analysis of Facilities

### OPTION A

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

### OPTION B1

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

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

#### **Demographic data and mapping**

*Guidance may be obtained from regional Metropolitan Planning Organization.*

Regarding the location of applicable projects, no persons were displaced from their residences and/or businesses on the basis of race, color, or national origin, age, creed, gender, sexual orientation, disability, marital status, Vietnam Era Veteran status, genetic predisposition, carrier status, or income status.

### OPTION B2

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

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

#### **Demographic data and mapping**

*Guidance may be obtained from regional Metropolitan Planning Organization.*

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

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

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

<p><b>This does not apply to MCSDD</b></p>

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

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

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

**This does not apply to MCSDD**

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

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

**This does not apply to MCSDD**

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

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

**This does not apply to MCSDD**



## Attachment 1

### Agency Information

Marion County Services for the Developmentally Disabled is a local governmental entity commonly known as a Senate Bill 40 Board responsible for administering county tax funds for the development and operation of services for the individuals with developmental disabilities. In 1988, the citizens of Marion County approved a tax levy that would be used exclusively for those with developmental disabilities.

Marion County residents and family members with a developmental disability, such as autism, cerebral palsy, congenital disabilities, Down's Syndrome, epilepsy (and other seizure disorders), and mental retardation , are eligible for the services.

To be eligible for services, an individual must have a disability:

- A mental or physical disability that began before the age of 22.
- Likely to continue indefinitely
- Results in major problems with two or more of the following:
  - Living and working independently
  - Communication
  - Self direction
  - Learning
  - Mobility
  - Self

Programs offered through MCSDD are the following:

- Bridges Day Habilitation Program is a day activity and training program that teaches personal care, and community and pre-employment skills to young adults with multiple disabilities.
- Community Integration is provided to individuals who live at home or in a group setting. It supports independent activities and decision making while teaching the skills necessary to live and work in one's own neighborhood.
- Independent Support Living provides supervision and training for individualized support living arrangements for men and women with severe disabilities. The residences, each serving no more than three people, are integrated in the neighborhoods of the community and are provided through a contract with Department of Mental Health.
- Transportation is provided to individuals employed at the Northeast Missouri and Monroe City Sheltered Workshops as well as a variety of supported employment work sites. MCSDD operates a daily transportation route with door-to-door services in Palmyra and Hannibal.
- Respite Care provides funding for families to purchase attendant services to enable them to attend a personal business and other concerns and is provided through a joint effort with the Hannibal Regional Office.

- Recreation:
  - Silver and Gold Summer Day Camp serves children enrolled in special education classes for grades 1 through 12. The camp provides supervised recreation activities for children who would otherwise be unable to attend camp due to the severity of their disabilities.
  - Athlete's Day brings opportunity to compete in various track style events. Disabled athletes from near and far compete in this popular event that is held annually.
  - Friends Night Out makes local events available after hours.
  - Special Olympics events are made available for those eligible. Participants are engaged in local district, regional, and state events throughout Special Olympics of Missouri.
  - Camp Yagattawanna is a weekend camp with several recreational events offered and the opportunity to make new friends.
- Support Coordination:
  - In July, 2008 Marion County Services and the Department of Mental Health entered into a partnership to provide local support coordination.
  - In July of 2010, Marion County Services took over support coordination for the entire county of Marion.
- CARF
  - In May, 2004 Marion County Services of the Developmentally Disabled received a Three-Year Accreditation by the Commission for Accreditation of Rehabilitation Facilities, Inc. (CARF) which recognizes organizations that achieve accreditation through a consultative peer-review process and that demonstrates their commitment to the continuous improvement of their programs and services with focus on the needs and outcomes of the person served.
  - MCSDD has continued to hold to the high level of standards set by CARF by receiving their Three-Year Accreditation in the following years:
    - 2007
    - 2010
    - 2013
    - 2016 (next CARF survey to be scheduled)

MCSDD's governing body is a Board of Directors consisting of nine volunteer voting members.

Attachment 2

**Marion County Services for the Developmentally Disabled  
TITLE VI COMPLAINT FORM**

“No person in the United States shall, on the basis of race, color, or national origin, age, creed, gender, sexual orientation, disability, marital status, Vietnam Era Veteran status, genetic predisposition, carrier status, or income status, 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:

Kyra Davis, Deputy Director  
Marion County Services for the Developmentally Disabled  
12 Northport Plaza  
(573) 248-1077 Phone - (573) 248-2978 Fax  
[kweathers@mcsdd.com](mailto:kweathers@mcsdd.com)  
mcsdd.com

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)

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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:

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**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  
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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: \_\_\_\_\_