

Title VI Plan



Community Support Systems

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Adopted on: 03.25.2025

Adopted by: Community Support Systems – Board of Directors

Revised on: 03.25.2025

This plan is hereby adopted and signed by:

Community Support Systems – Board of Directors

Executive Name/Title: Andrew Kistler, Executive Director

Executive Signature: *Andrew Kistler*

Executive Summary

Community Support Systems provides community services to the residents of Effingham, Jasper, Clay and Shelby Counties in Illinois. Community Support Systems receives vehicles funded through the 5310-grant program. Community Support Systems is the grantee for the 5310 program. Community Support Systems receives 5310-program vehicles to administer transit services and meet transit needs

for its program participants in the 5310-program service area which is Effingham, Jasper, Clay and Shelby Counties.

Non Discrimination Notice to the Public

Notifying the Public of Rights Under Title VI and ADA

Community Support Systems operates its programs and services without regard to race, color, national origin and persons with disabilities in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Community Support Systems.

For more information on the Community Support Systems Systems' civil rights program, and the procedures to file a complaint, contact **Peter Niccum**; 217.673.7044, pniccum@csscares.org or visit our administrative office at **223 Harvester, Teutopolis, IL. 62467**. For more information, visit www.csscares.org

Complaints may be filed directly with the Illinois Department of Transportation (**IDOT**) **Civil Rights Office**. ATTN: Title VI Program Coordinator 2300 S Dirksen Parkway, Suite 317, Springfield, IL 62764 or with the Federal Transit Administration (**FTA**). ATTN: Title VI Program Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

The above notice is posted in the following locations: **This notice is posted on our agency website found at www.csscares.org and on our public bulletin boards in the public areas at our agency's offices located at 223 Harvester Teutopolis and at 618 W Main St, Teutopolis.**

This notice is posted online at www.csscares.org

Non Discrimination ADA/Title VI Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by Community Support Systems including

consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a Discrimination complaint by completing and submitting the agency's Title VI Complaint Form.
- (2) Formal complaints must be filed within **180** calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The ADA/Title VI contact person will assist the complainant with documenting the issues if necessary.
- (4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
- (6) Once submitted Community Support Systems will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the Community Support Systems or submitted to the State or Federal authority for guidance.
- (7) Community Support Systems will notify the IDOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at (217) 782-2762; or email at DOT.Complaint@illinois.gov.
- (8) Community Support Systems has 30 business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, the Authority can

administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

- (9) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Discrimination violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.
- (10) A copy of either the closure letter or LOF must be also be submitted to IDOT within **72** hours of that decision. Letters may be submitted by hardcopy or email.
- (11) A complainant dissatisfied with Community Support Systems decision may file a complaint with the Illinois Department of Transportation (**IDOT**) or the Federal Transit Administration (**FTA**) offices of Civil Rights: **IDOT**: ATTN ADA/Title VI Program Coordinator 2300 S Dirksen Parkway, Suite 317, Springfield, IL 62764 **FTA**: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at: www.csscares.org.

Discrimination ADA / Title VI Complaint Form

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to Section III.</i>		
If not, please supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section III:		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin <input type="checkbox"/> Disability
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		

Section VI:		
Have you previously filed a Discrimination Complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

Section V:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency: _____

Federal Court: _____ State Agency: _____

State Court: _____ Local Agency: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI:

Name of agency complaint is against:

Name of person complaint is against:

Title:

Location:

Telephone Number (if available):

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

Your signature and date are **required** below:

Signature

Date

Please submit this form in person at the address below, or mail this form to:

**Community Support Systems
Peter Niccum
223 Harvester, Teutopolis, IL. 62467
217.673.7044
pniccum@csscares.org**

A copy of this form can be found online at www.csscares.org

Title VI Investigations, Complaints, and Lawsuits

If no investigations, lawsuits, or complaints were filed select the option below.

Community Support Systems has not had Title VI Discrimination complaints, investigations, or lawsuits in **2024**

Complainant	Date (Month, Day, Year)	Basis of Complaint (Race, Color, National Origin)	Summary of Allegation	Status	Action(s) Taken	Final Findings?
Investigations						
1)						
2)						
Lawsuits						
1)						
2)						
Complaints						
1)						
2)						

Public Participation Plan

Community Support Systems is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys.

As an agency receiving federal financial assistance, Community Support Systems made the following community outreach efforts and activities to engage minority and Limited English Proficient populations since the last Title VI Plan submittal to IDOT CRO.

- Expanded the distribution of agency brochures
- Posted the Nondiscrimination Public Notices to the following locations:
 - Lobby of agency
- Updated agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures

Community Support Systems will make the following community outreach efforts for the upcoming year:

- Expand the distribution of agency brochures
- Post the Nondiscrimination Public Notices to the following locations:
 - Lobby of agency
- Partner with other local agencies to advertise services provided.
- Host an information booth at a community event
- Update agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures.

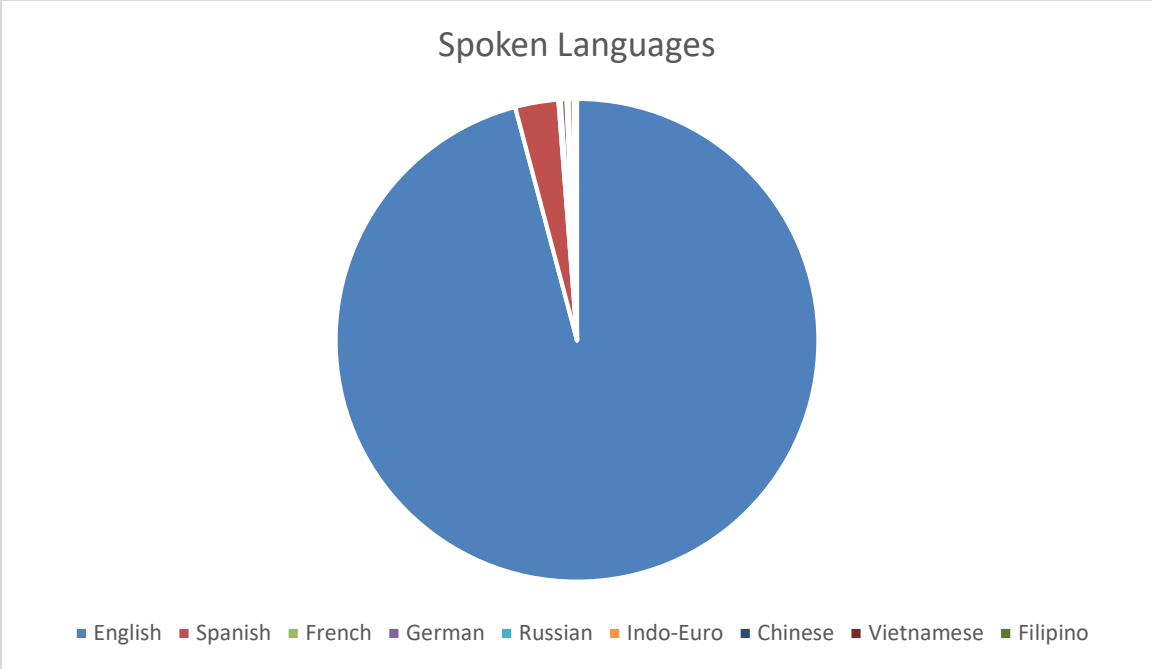
Limited English Proficiency Plan

Community Support Systems has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to Community Support Systems services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the Community Support Systems's extent of obligation to provide LEP services, the Community Support Systems undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the Community Support Systems service area who may be served or likely to encounter by Community Support Systems program, activities, or services;

Total Effingham County Population: 14,030								
English	Spanish	French	German	Russian	Indo	Chinese	Viet	Filipino
13,451	406	22	54	18	51	5	10	13
95.9%	2.9%	0.2%	0.4%	0.1%	0.4%	0.0%	0.1%	0.1%



2) The frequency with which LEP individuals come in contact with an Community Support Systems services;

Community Support Systems’ staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons for **2024**

Community Support Systems averages **0** contacts per **YEAR**.

3) Community Support Systems does not have LEP Groups which speak English less than “very well” which exceeds either 5.0% or 1,000 persons. CSS is mandated to take responsible steps to ensure meaningful access to the benefits, services, information and other portions of its programs and activities for individuals who are LEP.

Community Support Systems provides a statement in Spanish and will for additional languages specific to the LEP community make up that will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

Non-elected Committees Membership

Community Support Systems does **not** select the membership of any transit-related committees, planning boards, or advisory councils.

Monitoring for Subrecipient Title VI Compliance

Community Support Systems, as a grantee of federal funded vehicle assets from 5310 grant program, does not have sub-recipients to which they would monitor Title VI compliance.

Board Approval for the Title VI Plan

03.25.2025