

Title VI Plan

Community Hope & Recovery Center

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TTY Number (If applicable): N/A

Address: 121 E. 2nd St Beardstown, IL 62618

Web Address: Yourchrc.org

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Adopted on:

April 10, 2025

Adopted by:

Community Hope & Recovery Center

Revised on:

This plan is hereby adopted and signed by:

Name of appropriate official or governing board/entity

Executive Name/Title: Betsy Brown, Board President

Executive Signature:

Executive Summary

Community Hope & Recovery Center provides community services to the residents of Cass County Illinois. Community Hope & Recovery Center receives vehicles funded through the 5310-grant program. Community Hope & Recovery Center is the grantee for the 5310 programs. Community Hope & Recovery Center receives 5310-program vehicles to administer transit services and meet transit needs for its program participants in the 5310-program service area which is [List Counties] Counties.

Non-Discrimination Notice to the Public

Notifying the Public of Rights Under Title VI and ADA

Community Hope & Recovery Center 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 Hope & Recovery Center.

For more information on the Community Hope & Recovery Center's civil rights program, and the procedures to file a complaint, contact **Diana Feigl, Executive Director**; 217-323-2980, dfeigl@hrcasscounty.org; or visit our administrative office at **121 E. 2nd St Beardstown, IL 62618**. For more information, visit **Yourchrc.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: **The title VI Plan shall be posted in the lobby at 121 E. 2nd St, the community rooms at #7 Bridgeview and 415 Clendenin St in Beardstown IL. The Title VI plan will be posted in all agency vehicles funded by the 5310 programs.**

This notice is posted online at **Yourchrc.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 Hope & Recovery Center 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 Hope & Recovery Center 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 Hope & Recovery Center or submitted to the State or Federal authority for guidance.

- (7) Community Hope & Recovery Center 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 Hope & Recovery Center 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 Hope & Recovery Center 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: Yourchrc.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): _____		
<p>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.</p> <p>_____</p> <p>_____</p> <p>_____</p>		
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 Hope & Recovery Center

Diana Feigl, Executive Director

121 E. 2nd St Beardstown, IL 62618

217-323-2980

dfeigl@hrcasscounty.org

A copy of this form can be found online at **Yourchrc.org**

Title VI Investigations, Complaints, and Lawsuits

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

☐ Community Hope & Recovery Center 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 Hope & Recovery Center 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 Hope & Recovery Center 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.

- ☒ Posted the Nondiscrimination Public Notices to the following locations:
- ☒ Within transportation vehicles
 - ☒ Lobby of agency

☐ List other _____

Community Hope & Recovery Center will make the following community outreach efforts for the upcoming year:

☒ Post the Nondiscrimination Public Notices to the following locations:

☒ Within transportation vehicles

☐ Lobby of agency

☐ List other _____

Limited English Proficiency Plan

Community Hope & Recovery Center 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 Hope & Recovery Center 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 Hope & Recovery Center's extent of obligation to provide LEP services, the Community Hope & Recovery Center undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

Cass County, Illinois			
		Margin of Error	Percent
Total:	5,135	±149	
English only	4,249	±173	82.7%
Spanish:	294	±110	5.7%
French, Haitian, or Cajun:	53	±34	1.0%
German or other West Germanic languages:	0	±19	0.0%
Russian, Polish, or other Slavic languages:	0	±19	0.0%
Other Indo-European languages:	0	±19	0.0%
Korean:	0	±19	0.0%
Chinese (incl. Mandarin, Cantonese):	0	±19	0.0%
Vietnamese:	0	±19	0.0%
Tagalog (incl. Filipino):	0	±19	0.0%
Other Asian and Pacific Island languages:	35	±25	0.7%
Arabic:	0	±19	0.0%
Other and unspecified languages:	18	±26	0.4%

- 1) The number or proportion of LEP persons eligible in the Community Hope & Recovery Center service area who may be served or likely to encounter by Community Hope & Recovery Center program, activities, or services;
- 2) The frequency with which LEP individuals come in contact with an Community Hope & Recovery Center services;

Community Hope & Recovery Center's staff reviewed the frequency with which office staff, have or could have, contact with LEP persons for **2024** . Community Hope & Recovery Center averages **6** contacts per **Month**.

- 3) The nature and importance of the program, activities or services provided by the Community Hope & Recovery Center to the LEP population.
- 4) The resources available to Community Hope & Recovery Center and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

Community Hope & Recovery Center 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.

Safe Harbor Provision for written translations

Community Hope & Recovery Center complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Non-Discrimination Notice
- (2) Discrimination Complaint Procedures
- (3) Discrimination Complaint Form

1) Community Hope & Recovery Center provides language assistance services through the below methods:

- ☒ Staff is provided a list of what written and oral language assistance products and methods the agency has implemented and how agency staff can obtain those services.
- ☒ Instructions are provided to customer service staff and other Community Hope & Recovery Center staff who regularly take phone calls from the general public on how to respond to an LEP caller.
- ☒ Instructions are provided to customer service staff and others who regularly respond to written communication from the public on how to respond to written communication from an LEP person.

2) Community Hope & Recovery Center provides notice to LEP persons about the availability of language assistance through the following methods:

- ☐ Posting signs in intake areas and other points of entry
- ☐ Statements in outreach documents that language services are available from the agency.
- ☐ Agency websites
- ☒ List other _____

3) Community Hope & Recovery Center monitors, evaluates and updates the LEP plan through the following process:

Community Hope & Recovery Center will monitor the LEP plan by conducting an annual Four-Factor analysis, establishing a process to obtain feedback from internal staff and members of the public and conducting internal evaluations to determine whether the language assistance measures are working for staff. Community Hope & Recovery Center will make changes to the language assistance plan based on feedback received. Community Hope & Recovery Center may consider the cost of proposed changes and the resources available to them. Depending on the evaluation, Community Hope & Recovery Center may choose to disseminate more widely those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective. Community Hope & Recovery Center will consider new language assistance needs when expanding transit service into areas with high

concentrations of LEP persons will consider modifying their implementation plan to provide language assistance measures to areas not previously served by the agency.

4) Community Hope & Recovery Center trains employees to know their obligations to provide meaningful access to information and services for LEP persons and all employees in public contact positions will be properly trained to work effectively with in-person and telephone interpreters. Community Hope & Recovery Center will implement processes for training of staff through the following procedures:

Community Hope & Recovery Center will identify staff that are likely to come into contact with LEP persons as well as management staff that have frequent contact with LEP persons in order to target training to the appropriate staff. Community Hope & Recovery Center will identify existing staff training opportunities, as it may be cost-effective to integrate training on their responsibilities to persons with limited English proficiency into agency training that occurs on an ongoing basis. Community Hope & Recovery Center will include this training as part of the orientation for new employees. Existing employees, especially managers and those who work with the public may periodically take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons. Community Hope & Recovery Center will implement LEP training to be provided for agency staff. Community Hope & Recovery Center staff training for LEP to include:

- A summary of the Community Hope & Recovery Center responsibilities under the DOT LEP Guidance;
- A summary of the Community Hope & Recovery Center language assistance plan;
- A summary of the number and proportion of LEP persons in the Community Hope & Recovery Center service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the Community Hope & Recovery Center cultural sensitivity policies and practices.

Non-elected Committees Membership

☒ Community Hope & Recovery Center does **not** select the membership of any transit-related committees, planning boards, or advisory councils.

Monitoring for Subrecipient Title VI Compliance

Community Hope & Recovery Center, 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

June 19, 2025