

Title VI Plan

Aging and Disability Resource Center – Grant County Grant County Taxi and County Taxi

Adopted on: March 19, 2014

Adopted by: Aging and Disability Resource Center –
Grant County

Revised on: _____

This policy is hereby adopted and signed by:

Aging and Disability Resource Center-Grant County

Executive Name/Title: Lori Reid, Director

Executive Signature: *Lori Reid*

Title VI Plan Elements
<ol style="list-style-type: none">1. Policy Statement, Authorities and Citations2. Notice to the Public3. Complaint Procedure4. Complaint Form5. List of transit related Title VI Investigations, Complaints and Lawsuits6. Public Participation Plan7. Language Assistance Plan8. Minority Representation Table and Description <p><i>Note: Additional materials will be attached, if required.</i></p>

Policy Statement, Authorities and Citations

The Aging and Disability Resource Center-Grant County assures that it will comply with the following laws and regulations so that no person in the United States will be denied the benefits of, or otherwise be subjected to discrimination in any U.S. DOT or FTA funded program or activity particularly in the level and quality of transportation services and transportation-related benefits on the basis of race, color, national origin, religion, sex, disability, or age:

- ✓ Federal transit laws, specifically 49 U.S.C. 5332, as amended by MAP-21 (prohibiting discrimination on the basis of race, color, religion, national origin, sex, disability, or age, and in employment or business opportunity),
- ✓ Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 2000d,
- ✓ The Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, *et seq.*,
- ✓ The Americans with Disabilities Act of 1990, as amended, 42 U.S.C. 12101 *et seq.*,
- ✓ U.S. DOT regulations, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964," 49 CFR part 21,
- ✓ U.S. DOT regulations, specifically 49 CFR parts 27, 37, 38, and 39, and
- ✓ Any other applicable Federal statutes that may be signed into law or Federal regulations that may be promulgated,

As required by 49 CFR 21.7, the Aging and Disability Resource Center-Grant County will:

1. Comply with Federal guidance implementing Federal nondiscrimination laws and regulations, except to the extent FTA determines otherwise in writing,
2. Comply with 49 U.S.C. 5332, as amended by MAP-21, 42 U.S.C. 2000d, and 49 CFR Part 21 in the manner it conducts each Project, undertakes property acquisitions, and operates its Project facilities, including: its entire facilities and its facilities operated in connection with its Project.
3. Promptly take the necessary actions to carry out the laws and regulations, including: notifying the public that discrimination complaints about transportation-related services or benefits may be filed with U.S. DOT or FTA, and submitting information about its compliance with these provisions to U.S. DOT or FTA upon their request,
4. Ensure that if it transfers FTA funded real property, structures, or improvements to another party, any deeds and instruments recording that transfer will contain a covenant running with the land assuring nondiscrimination: (1) while the property is used for the purpose that the Federal funding is extended, and (2) while the property is used for another purpose involving the provision of similar services or benefits,
5. Make any changes in its Title VI implementing procedures as U.S. DOT or FTA may request to comply with Title VI of the Civil Rights Act, 42 U.S.C. 2000d, U.S. DOT regulations, 49 CFR part 21, and Federal transit laws, 49 U.S.C. 5332, as amended by MAP-21,
6. Comply with Federal guidance issued to implement Federal nondiscrimination requirements, except as FTA determines otherwise in writing,
7. Extend the requirements of 49 U.S.C. 5332, as amended by MAP-21, 42 U.S.C. 2000d, and 49 CFR part 21 to each Third Party Participant, including: (1) Any Sub-recipient, (2) Any Transferee, (3) Any Third Party Contractor or Subcontractor at any tier, (4) Any Successor in Interest, (5) Any Lessee, or (6) Any other Third Party Participant in its Project,
8. Include adequate provisions to extend the requirements of 49 U.S.C. 5332, as amended by MAP-21, 42 U.S.C. 2000d, and 49 CFR part 21 to each third party agreement, including: (1) Each sub-agreement, (2) Each property transfer agreement, (3) Each third party contract or subcontract at any tier, (4) Each lease, or (5) Each participation agreement, and

As required by U.S. DOT regulations, "Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving or Benefiting from Federal Financial Assistance," 49 CFR part 27, specifically 49 CFR 27.9, and consistent with 49 U.S.C. 5307(c)(1)(D)(iii), as amended by MAP-21, the Aging and Disability Resource Center-Grant County assures that it will:

1. Comply with the following prohibitions against discrimination on the basis of disability, which are a condition of approval or extension of any FTA funding awarded to: (1) Construct any facility, (2) Obtain any rolling stock or other equipment, (3) Undertake studies, (4) Conduct research, or (5) Participate in or obtain any benefit from any FTA administered program, and
2. Ensure any program or activity receiving or benefiting from Federal funding that U.S. DOT administers, no otherwise qualified people with a disability will, because of their disability, be: (1) Excluded from participation, (2) Denied benefits, or (3) Otherwise subjected to discrimination.

The United States has a right to seek judicial enforcement of any matter arising under Title VI of the Civil Rights Act, 42 U.S.C. 2000d, U.S. DOT regulations, 49 CFR part 2.

The Aging and Disability Resource Center-Grant County's Title VI plan will remain in effect as long as: (1) Federal funding is extended to its project and/or service, (2) Project property is used for a purpose for which the Federal funding is extended, (3) Project property is used for a purpose involving the provision of similar services or benefits, or (4) Ownership or possession is retained of its Project property.

Anyone wishing to file a Title VI complaint can contact the Director or Transportation Coordinator at the Aging & Disability Resource Center-Grant County: 608-723-6113 or 1-800-514-0066 or at 8820 Highway 35-61 South (Community Services Building), Lancaster.

TITLE VI Notice to the Public

Notifying the Public of Rights Under Title VI

THE AGING AND DISABILITY RESOURCE CENTER-GRANT COUNTY

- ✓ The Aging and Disability Resource Center-Grant County operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Aging and Disability Resource Center-Grant County.
- ✓ For more information on the Aging and Disability Resource Center-Grant County's civil rights program, and the procedures to file a complaint, contact 608-723-6113, (TTY 711); email Ireid@co.grant.wi.gov, our administrative office at Aging and Disability Resource Center-Grant County, 8820 Hwy 35-61 South, Lancaster WI 53813. For more information, visit www.co.grant.wi.gov
- ✓ A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 608-723-6113.
Si se necesita informacion en otro idioma de contacto, 608-723-6113.

Printed in Shopping News week of March 31, 2014 and distributed in Grant and Iowa Counties.

Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Aging and Disability Resource Center-Grant County may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Title VI complaint form is available by contacting the Director or Transportation Coordinator at the Aging & Disability Resource Center-Grant County at 608-723-6113. The Aging and Disability Resource Center-Grant County investigates complaints received no more than 180 days after the alleged incident. The Aging and Disability Resource Center-Grant County will process complaints that are complete.

Once the complaint is received, the Aging and Disability Resource Center-Grant County will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Aging and Disability Resource Center-Grant County has 60 (sixty) business days to investigate the complaint. If more information is needed to resolve the case, the county may contact the complainant.

The complainant has 30 (thirty) 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 (thirty) business days, the county can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of 2 (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 Title VI violation and that the case will be closed.
- ✓ A letter of finding (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.

If the complainant wishes to appeal the decision, she/he has 60 (sixty) days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact 608-723-6113.

Title VI Complaint Form

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
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.			Yes	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				
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 IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No
Section V				
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?				
<input type="checkbox"/> Yes <input type="checkbox"/> No				
If yes, check all that apply:				
<input type="checkbox"/> Federal Agency: _____				
<input type="checkbox"/> Federal Court _____			<input type="checkbox"/> State Agency _____	
<input type="checkbox"/> State Court _____			<input type="checkbox"/> 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:
Contact person:
Title:
Telephone number:

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

Signature and date required below

Signature Date

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

Physical Address:

Aging and Disability Resource Center-Grant County
 8820 Hwy 35-61 South
 Lancaster WI 53813

Mailing Address:

Aging and Disability Resource Center-Grant County
 PO Box 383
 Lancaster WI 53813

List of Transit Related Title VI Investigations, Complaints and Lawsuits

Subrecipient: Aging & Disability Resource Center-Grant County		
Contact Person: Lori Reid	Signature: <i>Lori Reid</i>	Date: March 19, 2014

Formatted Table

Check One:

There have been no investigations, complaint and/or lawsuits filed against us during the report period.

There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

Public Participation Plan

Subrecipient: Aging & Disability Resource Center-Grant County		
Contact Person: Lori Reid	Signature: <i>Lori Reid</i>	Date: March 19, 2014

Strategies and Desired Outcomes

To promote inclusive public participation, the Aging and Disability Resource Center-Grant County will use its resources available to employ the following strategies, as appropriate:

- ✓ Provide for early, frequent and continuous engagement by the public.
- ✓ Expand traditional outreach methods. Think outside the box: go to hair salons, barbershops, street fairs, faith-based institutions, libraries, community events, parades, etc.
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Provide childcare and food during meetings, if possible.
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.

Documented Public Outreach

The direct public outreach and involvement activities conducted by the Aging and Disability Resource Center-Grant County are summarized in the table below. Efforts include meetings, surveys, focus groups, etc.

Information pertinent to each event and/or activity will be provided to WisDOT upon request. Examples include copies of: meeting announcements, agendas, posters, attendee list, etc.

Event Date	Aging and Disability Resource Center-Grant County Staffer(s)	Event	Date Publicized and Communication Method (Public Notice, Posters, Social Media)	Outreach Method (Meeting, Focus Group, Survey, etc).	Notes (Meeting size and format, location, Number of Attendees, etc.)
Aug, 2012 Aug, 2013	Rita Harmon John Winkler	Back To School Day	Late July/early August: Posters, Radio Ads, Fennimore Promotions website, newspaper	Booth and free ride	Overall attendees at event 300+
November, 2012 November 2013	John Winkler Diana Fogel	Ladies on the Move	November: Posters, Radio Ads, Fennimore Promotions website, local newspaper, ADRC newsletter <i>News & Views</i>	Free Rides	Unknown
October, every year	Diana Fogel	Harvest Fest Parade	Vehicle in Parade	Vehicle in Parade	Unknown
July 2012	Diana Fogel	4 th of July Parade	Vehicle in Parade	Vehicle in Parade	Unknown

December 2011, 2012, 2013	John Winkler Ken Palzkill	Year End	Stick on calendars with taxi business cards inserted	Given to riders, given to businesses to put on checkout counters	500+
2009-present	ADRC staff	Agency website	Agency website	Agency website	Unknown
Every year	Rita Harmon	Posters	Annually: Posters in area businesses	Posters	Unknown
Every year	ADRC staff	Phone Book	Annually Ad in area phone books	Ads in area phone books	Every household in Grant and Iowa Counties
Every year	Rita Harmon	Radio Ads	Winter and summer: Radio ads on WGLR and WDMP Radio	Radio ads	Unknown
Every year	Rita Harmon	Newspaper Ads	Winter and summer: Newspaper Ads in Fennimore Times, Boscobel Dial, Herald Independent, Dodgeville Chronicle	Newspaper ads	Unknown
Every year	Rita Harmon	Public Hearing	Published in November: Public Hearing Notice	Public Hearing	Open to public No one attends
May, 2013	Rita Harmon	Coordination Plan Input	Invitations sent to over 400 people, radio announcement, press releases	Focus Group	20 people

Language Assistance Plan

Overview

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, *et seq.*, and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives Federal financial assistance. Most individuals in Wisconsin read, write, speak and understand English. There are some individuals for whom English is not their primary language. If these individuals have a limited ability to read, write, speak, or understand English, they are considered limited English proficient, or “LEP.”

Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency,”¹ directs each federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation.

The US DOT “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons”² discusses the concept of “safe harbor” with respect to the requirements for translation of written materials.

The LEP Safe Harbor provision stipulation was created to provide access to vital documents in a written format for non-English users who, because of small numbers may not meet the threshold for providing more expansive language access services as identified in the Language Assistance Plan.

Safe Harbor requires, at a minimum, a written translation of vital documents (ADA paratransit eligibility forms, Title VI complaint forms, information regarding access to essential services, etc.) for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less).

Methodology

This document uses data from the US Census and the American Community Survey (ACS) to provide a detailed LEP analysis for the service area of the Aging and Disability Resource Center-Grant County. The ACS is an ongoing survey that provides data every year giving communities the current information they need to plan services and investments.

The ACS publishes data in many forms on the Census Bureau American Fact Finder website <http://factfinder2.census.gov/faces/nav/jsf/pages/searchresults.xhtml>

The data was accessed at the link listed above and searched by:

Topic or Name: Language Spoken at Home By Ability to Speak English for the Population 5 Years and Over

State, County or Place: [Wisconsin, Grant County:](#)
All of Grant County and City of Dodgeville, Iowa County [-Iowa County](#) [Taxi-Dodgeville](#)

¹ 65 Federal Register 50121, August 16, 2000.

² 70 Federal Register 74087, December 14, 2005.

LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS
AND OVER - Universe: Population 5 years and over
2008-2012 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section. Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section. Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

Grant County, Wisconsin - Estimate Margin of Error

Total: 48,168 +/-53
Speak only English 46,009 +/-324
Spanish or Spanish Creole: 481 +/-84
Speak English "very well" 261 +/-70
Speak English less than "very well" 220 +/-59
French (incl. Patois, Cajun): 89 +/-71
Speak English "very well" 48 +/-39
Speak English less than "very well" 41 +/-42
French Creole: 0 +/-22
Speak English "very well" 0 +/-22
Speak English less than "very well" 0 +/-22
Italian: 14 +/-13
Speak English "very well" 12 +/-12
Speak English less than "very well" 2 +/-3
Portuguese or Portuguese Creole: 6 +/-8
Speak English "very well" 3 +/-4
Speak English less than "very well" 3 +/-4
German: 517 +/-154
Speak English "very well" 431 +/-137
Speak English less than "very well" 86 +/-47
Yiddish: 0 +/-22
Speak English "very well" 0 +/-22
Speak English less than "very well" 0 +/-22
Other West Germanic languages: 701 +/-250
Speak English "very well" 527 +/-205
Speak English less than "very well" 174 +/-99
Scandinavian languages: 32 +/-29
Speak English "very well" 29 +/-28
Speak English less than "very well" 3 +/-6
Greek: 3 +/-4
Speak English "very well" 3 +/-4
Speak English less than "very well" 0 +/-22
Russian: 9 +/-11
Speak English "very well" 6 +/-7
Speak English less than "very well" 3 +/-5
Polish: 26 +/-25
1 of 3 02/12/2014

Grant County, Wisconsin - Estimate Margin of Error

Speak English "very well" 14 +/-18
Speak English less than "very well" 12 +/-18
Serbo-Croatian: 0 +/-22
Speak English "very well" 0 +/-22
Speak English less than "very well" 0 +/-22
Other Slavic languages: 38 +/-32
Speak English "very well" 38 +/-32
Speak English less than "very well" 0 +/-22
Armenian: 0 +/-22
Speak English "very well" 0 +/-22
Speak English less than "very well" 0 +/-22
Persian: 0 +/-22
Speak English "very well" 0 +/-22
Speak English less than "very well" 0 +/-22
Gujarati: 0 +/-22
Speak English "very well" 0 +/-22
Speak English less than "very well" 0 +/-22
Hindi: 0 +/-22
Speak English "very well" 0 +/-22
Speak English less than "very well" 0 +/-22
Urdu: 0 +/-22
Speak English "very well" 0 +/-22
Speak English less than "very well" 0 +/-22
Other Indic languages: 13 +/-20
Speak English "very well" 13 +/-20
Speak English less than "very well" 0 +/-22
Other Indo-European languages: 0 +/-22

Speak English "very well" 0 +/-22
 Speak English less than "very well" 0 +/-22
 Chinese: 30 +/-32
 Speak English "very well" 20 +/-19
 Speak English less than "very well" 10 +/-16
 Japanese: 2 +/-3
 Speak English "very well" 2 +/-3
 Speak English less than "very well" 0 +/-22
 Korean: 60 +/-52
 Speak English "very well" 49 +/-50
 Speak English less than "very well" 11 +/-18
 Mon-Khmer, Cambodian: 0 +/-22
 Speak English "very well" 0 +/-22
 Speak English less than "very well" 0 +/-22
 Hmong: 34 +/-30
 Speak English "very well" 31 +/-30
 Speak English less than "very well" 3 +/-8
 Thai: 0 +/-22
 Speak English "very well" 0 +/-22
 Speak English less than "very well" 0 +/-22
 Laotian: 4 +/-6
 Speak English "very well" 4 +/-6
 Speak English less than "very well" 0 +/-22
 Vietnamese: 2 +/-4
 Speak English "very well" 2 +/-4
 Speak English less than "very well" 0 +/-22
 Other Asian languages: 15 +/-26
 Speak English "very well" 15 +/-26
 Speak English less than "very well" 0 +/-22
 Tagalog: 24 +/-24
 Speak English "very well" 5 +/-7
 Speak English less than "very well" 19 +/-23
 2 of 3 02/12/2014

Grant County, Wisconsin - Estimate Margin of Error

Other Pacific Island languages: 0 +/-22
 Speak English "very well" 0 +/-22
 Speak English less than "very well" 0 +/-22
 Navajo: 0 +/-22
 Speak English "very well" 0 +/-22
 Speak English less than "very well" 0 +/-22
 Other Native North American languages: 2 +/-3
 Speak English "very well" 2 +/-3
 Speak English less than "very well" 0 +/-22
 Hungarian: 0 +/-22
 Speak English "very well" 0 +/-22
 Speak English less than "very well" 0 +/-22
 Arabic: 30 +/-33
 Speak English "very well" 4 +/-6
 Speak English less than "very well" 26 +/-33
 Hebrew: 2 +/-3
 Speak English "very well" 2 +/-3
 Speak English less than "very well" 0 +/-22
 African languages: 21 +/-13
 Speak English "very well" 16 +/-11
 Speak English less than "very well" 5 +/-5
 Other and unspecified languages: 4 +/-5
 Speak English "very well" 4 +/-5
 Speak English less than "very well" 0 +/-22

	Dodgeville city, Wisconsin	
	Estimate	Margin of Error
Total:	4,385	+/-107
Speak only English	4,158	+/-159
Spanish or Spanish Creole:	109	+/-75
Speak English "very well"	80	+/-69
Speak English less than "very well"	29	+/-30
French (incl. Patois, Cajun):	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
French Creole:	0	+/-9

Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Italian:	60	+/-84
Speak English "very well"	60	+/-84
Speak English less than "very well"	0	+/-9
Portuguese or Portuguese Creole:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
German:	14	+/-22
Speak English "very well"	14	+/-22
Speak English less than "very well"	0	+/-9
Yiddish:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Other West Germanic languages:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Scandinavian languages:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Greek:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Russian:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Polish:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Serbo-Croatian:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Other Slavic languages:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Armenian:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Persian:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Gujarati:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Hindi:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Urdu:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Other Indic languages:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Other Indo-European languages:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9

Chinese:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Japanese:	44	+/-62
Speak English "very well"	11	+/-19
Speak English less than "very well"	33	+/-44
Korean:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Mon-Khmer, Cambodian:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Hmong:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Thai:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Laotian:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Vietnamese:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Other Asian languages:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Tagalog:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Other Pacific Island languages:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Navajo:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Other Native North American languages:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Hungarian:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Arabic:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Hebrew:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
African languages:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9
Other and unspecified languages:	0	+/-9
Speak English "very well"	0	+/-9
Speak English less than "very well"	0	+/-9

Plan Components

As a recipient of federal US DOT funding, the Aging and Disability Resource Center-Grant County is required to take reasonable steps to ensure meaningful access to our programs and activities by LEP persons. This document includes the following elements:

1. The results of the Four Factor Analysis, including a description of the LEP population(s), served.
2. A description of how language assistance services are provided by language
3. A description of how LEP persons are informed of the availability of language assistance service
4. A description of how the language assistance plan is monitored and updated
5. A description of how employees are trained to provide language assistance to LEP persons
6. Additional information deemed necessary

Item #1 – Results of the Four Factor Analysis <i>(including a description of the LEP population(s) served)</i>

Factor 1 – Demography

The Aging and Disability Resource Center-Grant County does not contract with a transit provider to provide shared-ride taxi (SRT) service. Census 2010 reports a population of 522. The Aging and Disability Resource Center-Grant County is below the Safe Harbor threshold. The largest LEP population is Spanish or Spanish Creole, which represents .0034 (177) of the population. Indo-European language is .0000583 (3). The total population per Grant County reports is 51,436

Factor 2 – Frequency

The Aging and Disability Resource Center-Grant County's provider provides rides to 807 persons per year. We have an open door policy and will provide rides to any person who requests a ride. If an individual has speech limitations, the dispatcher or driver will work with the Transit Manager and the Aging and Disability Resource Center-Grant County, if needed to ensure the individual receives access to the transit service.

Factor 3 – Importance

The Aging and Disability Resource Center-Grant County understands an LEP person with language barrier challenges also faces difficulties obtaining health care, education or access to employment. A transit system is a key link to connecting LEP persons to these essential services.

The Aging and Disability Resource Center-Grant County has identified activities and services which would have serious consequences to individuals if language barriers prevented access to information or the benefits of those programs. The Aging and Disability Resource Center-Grant County contracts with the Language Line to assist in providing correct and timely assistance.

The Aging and Disability Resource Center-Grant County's assessment of what programs, activities and services that are most critical included contact with community organization(s) that serve LEP persons, as well as contact with LEP persons themselves to obtain information on the importance of the modes or the types of services that are provided to the LEP populations.

Factor 4 – Resources and Costs

Even though the Aging and Disability Resource Center-Grant County does not have a separate budget for LEP outreach, the county has worked to implement low cost methods of reaching LEP persons. For example, the Aging and Disability Resource Center-Grant County has a contract with The Language Line and also has a list of professionals that can assist with Spanish speaking persons. This has ensured that

riders may request materials printed and on-line in Spanish. In addition, the Aging and Disability Resource Center-Grant County will work with local advocacy groups to reach LEP populations.

Item # 2 – Description of how Language Assistance Services are Provided, by Language

The Aging and Disability Resource Center-Grant County has a contract with the Language Line to assist with bilingual speaking riders.. In addition, we have a list of languages the client can point to to assist the driver in determining which specialist we need to contact.

Item # 3 - Description of how LEP Persons are Informed of the Availability of Language Assistance Service

When a LEP person contacts the Aging and Disability Resource Center-Grant County and we are not able to assist due to language problems we contact the Language Line to help assist the client. If needed the Aging and Disability Resource Center-Grant will have their current publications pertinent to the client in the proper language. Additional pictograms and other symbols will be used to help assistance the client.

Item # 4 – Description of how the Language Assistance Plan is Monitored and Updated

The Aging and Disability Resource Center-Grant County reviews the needs of clients requesting services to ensure the Title VI requirements are met. Reviews are done annually at the Elderly and Disabled Transportation Committee meeting in October/November

Item # 5 - Description of how Employees are Trained to Provide Language Assistance to LEP Persons

As part of our annual staff training, the Aging and Disability Resource Center-Grant County will discuss employee education on how to meet the needs of LEP populations. New employees will receive this as part of the new employee training on the needs of clients served and how best to meet their needs. An important discussion point is that of language assistance. If staff needs further assistance related to LEP riders, her/she will work with the Transportation Coordinator to identifying strategies to meet the language needs of the riders/traveling public.

Minority Representation Information

A. Minority Representation Table

The table below depicts the Aging and Disability Resource Center-Grant County's committee and the four city councils involved in the provision of transportation provided by Aging and Disability Resource Center. The demographic data in the table below indicates the participation of minorities on committees and councils.

Body	Caucasian	Hispanic	African American	Asian American	Native American
Population	Grant – 51,436 City Dodgeville – 4692				
ADRC Board	9	0	0	0	0
City of Boscobel- Taxi	9	0	0	0	0
City of Fennimore- Taxi	9	0	0	0	0
City of Dodgeville- Taxi	9	0	0	0	0
City of Lancaster-Taxi	9	0	0	0	0
Grant County Board	17	0	0	0	0

A. Efforts to Encourage Minority Participation

The Aging and Disability Resource Center-Grant County understands diverse representation on committees, councils and boards results in sound policy reflective of its entire population. As such, the Aging and Disability Resource Center-Grant County encourages participation of all its citizens.

As of January 2014, there were no representatives on any of the committees/councils that were of the minority population.

As vacancies on boards, committees and councils become available, the Aging and Disability Resource Center-Grant County will make efforts to encourage and promote diversity. To encourage participation on its boards, committees and councils, the Aging and Disability Resource Center-Grant County will continue to reach out to community, ethnic and faith-based organizations to connect with all populations.