



## **The Arc of Sedgwick County, Inc. (The Arc) Transit Public Participation Plan Outline**

### 1. Brief description of provider's activities and services:

The Arc serves children and adults with intellectual and developmental disabilities and their families in Sedgwick County. The Arc provides them with information, referral, in-service programs, case management, social, recreational, and respite programs.

All riders are dropped off at our agency to board our transportation to leave for community activities for our various programs and return to our agency for pickup to go home. We have no fixed schedules or fixed routes. We provide Mini Tour trips within our city limits, out of city, and out of state.

### 2. Brief description of activities that would warrant public participation (i.e. fare changes, changes to service hours, route adjustments, service area changes):

The Arc would notify all participants of fare changes, changes to service hours, route adjustments, service area changes, and policy or procedure changes.

### 3. Brief description of the proactive public participation strategies would be used:

The Arc would send notifications to our membership, parents and guardians by direct mail, email, electronic newsletter, Facebook page, twitter, and website. We will host evening meetings

### 4. Brief description of outreach methods to engage minority and Limited English Proficiency (LEP) individuals (i.e. translation of public meeting materials, providing translation of services if requested, targeted media messages in low income neighborhoods of service area, work with existing neighborhood and advocacy organizations).

The Arc would translate any materials and provide translations of services if requested by participants or family members.

### 5. Brief description of the desired outcomes of the agency's public participation efforts.

The Arc desires to have actively engaged program participants, family members and membership. The Arc strives to have given adequate notice of the business to be discussed at the meeting so attendees can prepare comments and give input to help drive the decision process. The Arc strives to provide timely information about transportation issues and processes to riders, stakeholders and membership. The Arc will provide responses to all input as appropriate.

2919 W. Second St N, Wichita, KS 67203 ♦ (316) 943-1191 ♦ Fax (316) 943-3292

[www.arc-sedgwickcounty.org](http://www.arc-sedgwickcounty.org)

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6. Brief summary of recent outreach efforts over the past three years.

The Arc holds an annual membership meeting and additional meetings throughout the year as necessary. Meetings are held in the evening at our office building, which is accessible. The meetings are advertised through membership direct mailings, email, electronic newsletter, website, Facebook, and Twitter. The Arc maintains a database for membership and participants in programs.

During meetings handouts are distributed and power point presentations are used incorporating visual aids such as photos, charts, graphs and videos.

## Limited English Proficiency Plan

### Identified LEP Individuals

*Using the information that resulted from the Four Factor Analysis, the Spanish population requires written translation for the Sedgwick County area. In our Special Projects programs, we served 1,130 children and adults with intellectual and developmental disabilities (ID/DD) in 2012. The largest ethnic population served was 346 in the Hispanic ethnic group, about 9% meeting LEP criteria.*

*We serve in our programs African Americans, American Indians, Asian, Pacific Islanders, Hispanics and other ethnicities not identified. For these families, who have a child with an intellectual and developmental disability, they have no other service for their child to attend during the summer. The kids are either too old for day care services or the day care services are not qualified to work with a child with intellectual disabilities or because of behavior issues have been kicked out. The parents still need to go to work and cannot afford to stay home to supervise their child. The YESS program offers a place where they know they do not need to worry about their child and will have exposure to great social experiences in the community. As for the other programs in Special Projects unique social experiences are offered that really impact the social development of individuals with ID/DD. These programs also provide respite for parents and caregivers to help reduce stress in households, improving family relationships by allowing parents to spend more time with their spouse and other children.*

### Language Assistance Measures

*The Arc has translated the YESS program application into Spanish upon request of a teacher. Any person or agency who contacts The Arc requesting the need for translated information we will accommodate them. We utilize online translation tools and we will contact the Sedgwick County Developmental Disability Organization for support in translation services and local resources for translation services. We have partnered with USD 259 for translating materials that would be utilized by their students, such as our YESS application. We also partner with other nonprofit organizations that work with specific ethnic groups to assist in translating materials. The cost so far has been minimal to our agency.*

### Training Staff

*All staff will receive a copy of the LEP plan to review.*

### Providing Notification

*The Arc's LEP plan will be posted on the agency's website. LEP plan will be provided to any person or agency requesting a copy. The person of contact in regards to the LEP plan is The Arc's Executive Assistant and can be reached via phone at 316-943-1191.*

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*If a complaint is to be filed by a LEP individual, please utilize the Title VI Complaint Procedures.*

*Monitoring and Updating LEP Plan*

*At the minimum our agency will update the LEP plan according to the Title VI update schedule which is every three years. The plan will also be updated anytime changes in the demographics of the agencies service area are deemed significant in regards to LEP persons.*

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## **Title VI Complaint Procedure**

The following pertains only to Title VI complaints regarding services of The Arc of Sedgwick County, Inc. (The Arc).

Title VI, 42 U.S.C. §2000d et seq., was enacted as part of the Civil Rights Act of 1964. At the heart of the regulation is the statement that:

*No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.*

The Arc of Sedgwick County, Inc. has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter III of the Federal Transit Administration Circular 4702.1B, dated October 1, 2012. If you believe that The Arc's federally funded programs have discriminated your civil rights on bases of race, color, or national origin you may file a written complaint by following the procedure outlined below:

### **1. Submission of Complaint**

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied benefits of, or subjected to discrimination caused by The Arc, may file a written complaint with The Arc's Executive Director. A sample complaint form is available for download at [www.arc-sedgwickcounty.org](http://www.arc-sedgwickcounty.org) and is available in hard copy at the office of The Arc. Upon request, The Arc will mail the complaint form. **Such complaints must be filed within 180 calendar days after the date the discrimination occurred.**

**Notes: Assistance in the preparation of any complaints will be provided to a person or persons upon request and as appropriate. If information is needed in another language, then contact Kristen Phillips, 316-943-1191.**

Complaints should be mailed to or submitted by hand to:

The Arc of Sedgwick County, Inc.  
2919 W Second St N  
Wichita, Kansas 67203  
Attn: Executive Director

## **2. Referral to Review Officer**

Upon receipt of the complaint, the Executive Director of The Arc, shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint. If necessary, the Complainant shall meet with the staff review officer(s) to further explain his or her complaint. The staff review officer(s) shall complete their review no later than 45 calendar days after the date the agency received the complaint. If more time is required, the Executive Director *shall* notify the Complainant of the estimated timeframe for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to The Arc's processes relative to Title VI, as appropriate. The staff review officer(s) shall forward their recommendations to The Arc's Executive Director for concurrence. If the Executive Director concurs, he or she will issue The Arc's written response to the Complainant. This final report should include a summary of the investigation, all findings with recommendations, corrective measures where appropriate.

**Note: Upon receipt of a complaint, The Arc shall forward a copy of this complaint and the resulting written responses to the appropriate KDOT and FTA-Region 7 contacts.**

**Nota: Al recibir una queja, el arco deberá remitir copia de esta denuncia y la resultante escrito las respuestas a los correspondientes contactos KDOT y FTA-región 7.**

## **3. Request for Reconsideration**

If the Complainant disagrees with the Executive Director's response, he or she may request reconsideration by submitting the request, in writing, to the Executive Director within 10 calendar days after receipt of the Executive Director's response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Executive Director. The Executive Director will notify the Complainant of his or her decision in writing either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Executive Director agrees to reconsider, the matter shall be returned to the staff review officer(s) to reevaluate in accordance with Paragraph 2 above.

## **4. Appeal**

If the request for reconsideration is denied, the Complainant may appeal the Executive Director's response by submitting a written appeal to The Arc's Board of Directors no later than 10 calendar days after receipt of the Executive Director's written decision rejecting reconsideration. The Arc's Board of Directors

will then make a determination to either request re-evaluation by the staff review officer(s) or forward the complainant to KDOT for further investigation.

**5. Submission of Complaint to the State of Kansas Department of Transportation**

If the Complainant is dissatisfied with The Arc's resolution of the complaint, he or she may also submit a written complaint within 180 days after the alleged date of discrimination to the State of Kansas Department of Transportation for further investigation.

KDOT Office of Contract Compliance  
Eisenhower State Office Building  
700 Southwest Harrison  
3<sup>rd</sup> Floor West  
Topeka, KS 66603

## Title VI Complaint Form

<b>Section I</b>			
Name:			
Address			
Telephone (home):		Telephone (work):	
Electronic Email Address:			
Accessible Format Requirements?	Large Print		Audio Tape
	TDD		Other
<b>Section II</b>			
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
<b>Section III</b>			
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 attach additional pages.			





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"/> State Agency: _____	
<input type="checkbox"/> Federal Court: _____	<input type="checkbox"/> Local Agency: _____	
<input type="checkbox"/> State Court: _____		
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:

The Arc of Sedgwick County, Inc.  
2919 W. Second St. N  
Wichita, KS 67203  
Attn: Executive Director

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**List of Title VI Investigations, Lawsuits, and Complaints**

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

**Table Depicting Membership of Committees, Councils, Broken Down by Race**

Body	Caucasian	Latino	Asian American	Native American	Other
Population within service area	87%	8.3%	2.8%	<1%	1.8%
Agency Board of Directors	92%				8%
Finance Committee	100%				
Nominating Committee	80%				20%
Personnel Committee	100%				
Marketing & Communications Committee	100%				
Capital Assets Committee	100%				
Program Analysis Committee	100%				
Development Committee	80%				20%

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Governance Committee	83%				17%
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